



**ACTION** INC.  
**2017 ANNUAL REPORT**



**Dear Friends,**

At Action Inc., we are guided by the belief that people are not defined by their economic circumstances. We work hard every day to make sure that everyone in our community has an opportunity to succeed.

For some, 2017 was a year of division and conflict. For us, it was about coming together with others to support our community. We are lucky to live and work in a place where people care about their neighbors and believe in helping them through tough times.

Whether we are providing the chance to start a new career, help for a struggling family, or a safe, warm place to stay, our focus is on helping people and putting them on a path to stability and opportunity.

The coming year promises many challenges, but also countless opportunities to advance our mission. We are excited to work even harder for the great community we serve.

**Sincerely,**

Peggy Hegarty-Steck  
President & Executive Director

Linda Murphy  
Board Chairperson

**OUR MISSION IS TO CREATE OPPORTUNITIES  
THAT PROMOTE A THRIVING CAPE ANN FOR ALL.**

Since 1965, Action Inc. has been part of a nationwide network of more than 1,000 Community Action Agencies (CAAs) working at the local level to address the underlying causes and impacts of poverty.

**We are responsive to our community's needs, developing programs and services when new needs arise.**

**We advocate locally and nationally for policies that will strengthen our community.**

**We believe that all people - regardless of their income, race, gender, sexuality, or religion - should have equal opportunities for stability, safety, and success in life.**

In 2017...

**5,488**

**residents of Cape Ann  
were served by Action Inc.**

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2017**

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## CLIENT SERVICES

Our Client Services Advocates work with local residents who need a helping hand. We help people apply for public benefits (e.g. SSI/SSDI, MassHealth, Food Stamps, etc.) and housing assistance. We specialize in helping people with unstable housing situations find affordable housing, address landlord/tenant disputes, and deal with back rent. We connect people with the resources they need through referrals to our partners across Cape Ann and Massachusetts.

**276**

**families maintained safe and affordable housing as a result of housing advocacy**

**73**

**households received emergency rental or mortgage assistance**

For many years, **Tina** struggled with severe depression and substance use disorder, which took over her life. "It was awful. The depression was terrible," Tina said. She first accessed Action Inc. services through the shelter, where she stayed after many months of couch surfing. Working with our advocates, Tina accessed rehabilitation services to manage her substance use and found a stable place to live at one of Action Inc.'s affordable housing units in Gloucester. Today, Tina is part of our Adult Education program, working on completing her High School Equivalency and setting goals with her career counselor. "Action has been wonderful," Tina said. "I love Action."



**309**

**people stayed at the Emergency Shelter**

**53**

**shelter guests moved into stable housing**

## EMERGENCY SHELTER

Action Inc.'s Emergency Shelter can accommodate up to 30 adults experiencing homelessness. In addition to a safe place to stay each night, the shelter provides hot meals, bagged lunches, and access to services such as on-site mental health and substance abuse counseling, case management, housing search assistance, and medical services.



## HOUSING FIRST

People who have experienced chronic homelessness often face a number of challenges, from struggling with physical disabilities to issues related to mental health or substance use disorder. In order to begin tackling these issues, individuals require stability, a safe place to stay, and help to work toward long term goals. Our Housing First program provides permanent housing as well as case management to help people improve their health and gain greater stability.

**29**  
people served  
through the  
Housing First  
program

**100%**  
of people in  
Housing First  
remained in  
permanent  
housing



In March, Action Inc.'s Jamin Jones visited **McPherson Park**, a 97-unit apartment building for elderly and disabled residents. During his energy audit, he uncovered problems with the building's heating and hot water system. "The system needed immediate replacement, not only for energy efficiency's sake, but for health and safety reasons," Jones said. Action Inc.'s Energy Services team prioritized the upgrade, completing the entire project within a week. The newly installed system is not only much safer, but the upgrade will save Gloucester Housing Authority over \$200,000 annually, which can be used for building renovations and improvements.

## WEATHERIZATION

Our Energy Efficiency programs provide free energy upgrades for low-income residents, making homes warmer, safer, and more comfortable. Upgrades can include adding insulation, weather-stripping, window replacement, and heating system repair or replacement. Based on energy use audits, our team can also provide appliance upgrades, including refrigerator, air conditioning, and lighting upgrades, which reduce energy use and lower utility bills.

## FUEL ASSISTANCE

Energy costs can be a struggle for many people in our community, with some people forced to make difficult decisions between paying their bills or buying food or medication. Action Inc. operates the LIHEAP (Fuel Assistance) program, which provides help with home heating bills. Our team also provides assistance with payment plans and protection from utility termination.

**1,686**  
households  
received  
emergency  
heating  
assistance

**88%**  
of those  
households  
include an  
elderly or  
disabled  
person



**419**  
local homes were improved through  
our energy conservation measures

**12,276**  
units in multi-family buildings  
throughout the state were improved  
through energy conservation  
measures overseen by Action Inc.



**255**

**seniors and disabled adults maintained an independent living situation**

**78,270**

**hours of service were dedicated to our HomeCare clients**

## **HEMOCARE**

Since the 1970s, Action Inc.'s HomeCare team has served seniors and disabled adults on Cape Ann. HomeCare provides assistance with household duties and personal needs such as bathing, hygiene, and dressing. Help is also available with errands, grocery shopping, and transportation. Home Health Aides provide specific medical support if there are more complex needs, including specialized care for individuals with dementia.



## ADULT EDUCATION

For more than 20 years, Action Inc. has been providing education and workforce development services for adults on Cape Ann. Today, our Adult Education program helps people work toward achieving their High School Equivalency Diploma, providing tutoring, job readiness training, and access to supportive services. This program is vital to dozens of local people hoping to access better job opportunities and improve their quality of life.

**50**

**students enrolled in our Adult Education program**

**69%**

**of students achieved significant learning gains as measured by the Massachusetts Adult Proficiency Test (MAPT)**

**Jonathan** loves learning. He always did well in class but struggled with depression, which eventually caused him to drop out of high school to seek treatment. When he was ready, he came to COMPASS to get back on track. "I felt very welcomed there," he said. "All the people I met were great people." At COMPASS, Jonathan thrived, working to improve his writing and math skills and to plan the future he wanted. He even became an assistant teacher, helping other COMPASS students prepare for sections of the HiSET. After two years of hard work, Jonathan received his High School Equivalency Diploma in the spring of 2017 and currently attends the Gloucester Biotechnology Academy.



## COMPASS YOUTH PROGRAM

**26**

**young adults enrolled in our High School Equivalency program (HiSET)**

**17**

**unemployed young adults obtained employment**

The COMPASS Youth Program provides high school equivalency preparation and supportive services for young people (16-24) who have dropped out of school. In addition to one-on-one and small class tutoring, the program provides access to basic needs like food, public benefits, help finding stable housing, and mental health programming. COMPASS also includes intensive academic and career counseling, paid internships, and help applying for jobs and post-secondary education.



## HEALTHCARE CAREER PATHWAYS

Our Healthcare Career Pathways program provides intensive Nurse Aide training for local residents looking to embark on a career in the healthcare field. The six-week program helps students learn the classroom and clinical skills required to become a Certified Nurse Aide. It also offers career readiness services including help with job searches, resumes, cover letters, and interview skills. Nurse Aides are in significant demand and this training serves as the first step on the nursing career ladder.

**25**  
students  
completed  
the Nurse  
Aide Training  
Program

**44**  
years of  
running job  
training  
programs



## PROJECT UPLIFT

Project Uplift is Cape Ann's largest holiday toy and clothing drive. For more than 25 years, we have brought together businesses, organizations, and local volunteers to brighten the holidays for local families in need. Toys are collected at dozens of sites throughout Cape Ann and distributed at our pop-up shop in downtown Gloucester each December.

**619**  
children  
received  
gifts through  
Project Uplift

**55**  
local  
businesses and  
organizations  
served as toy  
donation sites

On September 9th, 2017, Action Inc. hosted the **Safe Harbor Benefit** at the Cafe Seven Seas at the Gloucester House. The event raised funds for our Client & Housing Services programs.

With the beautiful harbor as our backdrop, we honored Gloucester Police Chief John McCarthy for the significant impact he has made in serving and protecting Gloucester's most at-risk residents.

Thank you to all of the guests, partners, and generous sponsors who made the event a success!



## COMMUNITY INITIATIVES

Since our founding in 1965, Action Inc. has engaged in or begun many local initiatives aimed at improving people's lives. In fact, several agencies grew from programs or initiatives of Action Inc., including Pathways for Children, The Open Door, CATA, and the Fisherman's Wives Association. Today, in addition to Project Uplift, we collaborate on a range of community-focused activities, including Gloucester's High Risk Task Force, Ipswich Aware, and the local Back-to-School Drive. Action Inc. also acts as fiscal sponsor for Our Place, which supports people with substance use disorder. Action Inc. is committed to working with residents and partners to build the best pathways to opportunity for all residents.

**180**  
hours of time donated by  
community volunteers



## PARTNERS & PUBLIC FUNDERS

Accord Food Pantry • Action for Boston Community Development • Addison Gilbert Hospital • American Legion Post 3 • Annisquam Village Church • Backyard Growers • Bank Gloucester • Bass Rocks Golf Club • Beauport Hospitality Group • Berkshire Community Action Council • Beverly Bootstraps • Beverly Housing Authority • BNI Lighthouse • Cape Ann Art Haven • Cape Ann Business Alliance • Cape Ann Chamber of Commerce • Cape Ann Interfaith Commission • Cape Ann Moose Lodge • Cape Ann Motor Inn • Cape Ann Referral Group • Cape Ann Savings Bank • Carpenter & MacNeille • Catholic Charities • Children's Friend & Family Services • Citizens Bank • Citizens for Citizens • City of Gloucester • Commonwealth Care Alliance • Community Action Pioneer Valley • Community Action Programs of Inter-City, Inc. • Community Action, Inc. • Community Teamwork, Inc. • Conley's Drugstore • Converge • Crackerjacks • Cricket Press • Crossroads Quilters • Den-Mar Health & Rehabilitation Center • Dolce Vita Salon • Edward S. & Winifred G. Moseley Foundation • Eileen's Alterations • Element Care • Eliot Community Human Services • Emmaus • Essen • Essex County Bar Association • Essex Elementary School • Essex Fire Department • Essex Housing Authority • Essex Police Department • Federal Emergency Management Agency • Fireflies Boutique • First Congregational Church of Essex • First Congregational Church of Rockport • First Ipswich Bank • Food and Fuel Fund • Friends of Spruce Road • Gloucester Community Preservation Committee • Gloucester Department of Public Health • Gloucester District Court • Gloucester Family Health Center/North Shore Community Health • Gloucester Fire Department • Gloucester High Risk Task Force • Gloucester High School • Gloucester Housing Authority • Gloucester Police Department • Gloucester Rotary Club • Golden Living Center • Good Friday Walk • Gorton's • Grace Center • Greater Lawrence Community Action Council • Healthy Gloucester Collaborative • Highwave Hair Design • Holy Family Parish • Housing Assistance Corporation • Independent Living Center of the North Shore • Institution for Savings • Invest in People • Ipswich Caring • Ipswich High School • Ipswich Housing Authority • Lahey Health Behavioral Services • Lil' Sprouts • Low-Income Energy Affordability Network • Lynn Economic Opportunity • Lynn Housing Authority • Lynn Shelter Association • MA Clean Energy Center • MA Department of Children and Families • MA Department of Elementary and Secondary Education • MA Department of Energy and Environmental Affairs • MA Department of Housing and Community Development • MA Department of Mental Health • MA Department of Transitional Assistance • MA Department of Veterans' Services • MA Energy Director's Association • Manchester Housing Authority • Manchester-Essex High School • Massachusetts Coalition for the Homeless • Massachusetts Commission for the Blind • Massachusetts Housing & Shelter Alliance • Massachusetts Rehabilitation Commission • MASSCAP • MassHealth • MassHousing • Menotomy Weatherization/Town of Arlington • Mission of Deeds-Reading • Montachusett Opportunity Council • Moore's Way • National Association of Regulatory Utility Commissioners • National Association of State Consumer Advocates • National Energy Assistance Director's Association • National Fish and Seafood • National Grid • Neighborhood Legal Services • New England

ISO • Nicastro's Driving School • Nor'East Cleaners • North Shore Career Center • North Shore Community Action Programs • North Shore Community College • North Shore Community Development Coalition • North Shore Continuum of Care Homeless Services Consortium • North Shore Health Project • North Shore Housing Action Group • North Shore Workforce Investment Board • Orlando and Associates • Pathways for Children • Premier Imprints • Quincy Community Action Programs • Riverdale Methodist Church • Rockport Community Preservation Committee • Rockport Council on Aging • Rockport High School • Rockport Housing Authority • Rockport Music • Rockport Police Department • Rose Baker Senior Center • Sailors' Snug Harbor of Boston • Salem State University • Salvation Army • Santander Bank • Sea Meadow Gifts and Gardens • Seacoast Nursing and Rehabilitation • Self Help, Inc. • SeniorCare Inc. • SeniorCare's RSVP Warm Friends • Shaw Fund for Mariner's Children • South Middlesex Opportunity Council • South Shore Community Action Council • Springfield Partners for Community Action • St. John's Episcopal Church • St. Mary's Episcopal Church • St. Paul Lutheran Church • St. Vincent DePaul • Strongest Link – Cornerstone • The Open Door • Bridging Peace Fund of Tides Foundation • TOHP Burnham Library • Town of Essex • Town of Manchester • Town of Rockport • Tuck's Candy Store • US Department of Energy • US Department of Health and Human Services • US Department of Housing and Urban Development • Valley Opportunity Council • VNOC • Wellspring House • Woodman's Restaurant • Worcester Community Action Council • YMCA

## STRATEGIC PLANNING

What makes Action Inc. different from other organizations is our commitment to understanding and responding to the needs of our community. Every three years, we conduct surveys, focus groups, and interviews; after analyzing the collected data, we develop a detailed plan to meet these needs in the coming three-year period. This year, we found our community's most pressing needs were:

**1**  
**Housing**

**2**  
**Employment**

**3**  
**Behavioral Health**

## DONORS & PRIVATE FUNDERS

**\$20,000** Applied Materials Foundation • Rwichard & Anne Rosenfeld • Sailors' Snug Harbor of Boston

**\$10,000 +** Brace Cove Foundation • Edward S. & Winifred G. Moseley Foundation • First Ipswich Bank • Lahey Health System • McCarthy Family Foundation • Patricia Roach

**\$5,000 +** Main Street Rockport Charitable Foundation/Institution for Savings • Andrew Preas & Miriam Silva Preas • Karina & Gary Roark • Youths' Friends Association, Inc.

**\$2,000 +** Anthony Artuso • Babson-Webber-Mustard Fund • Balsam Technologies, Inc. • Breen & Sullivan Mechanical Services • Cape Ann Community Foundation • Cape Ann Savings Bank • Industrial Boiler & Mechanical Services, LLC • Mary Kay Dyer • Max Kagan Family Foundation • Rebecca Kucera & Peter Hartline • William B. & Angenette G. Tyler Family Foundation

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**\$500 – 999** Edward & Mary Anderson • Michael & Kelly Arsenian • BankGloucester • Geoffrey Bayliss • First Congregational Church of Rockport • Gloucester Elks Club • Laura Harrington • Joseph Kittredge Jr. • Christopher Landry • Persis & David Levy • Nancy Shorter & David Manley • Sarah Mellish • Thomas & Diane Mulkern • Harry Popa • Rockport Police Association

**\$250 – 499** Mary Aloisio • Ascension Memorial Church • Catherine Bayliss • Beauport Ambulance Service • Cabot Risk Strategies • Cape Ann Insurance Agency • CB Fisk, Inc. • Lee Cook • Greg Cosgro • Monika Dane • Robert & Madeleine Dicicco • Steven & Maria Gillespie • Robert Gillis Jr. • Garth & Lindsay Greimann • Susan Halpern • Harbor Cove Dental • Peggy Hegarty-Steck & Rob Steck • Elliott & Mary Jacobson • Harold & Cheryl Jones • Gavin & Josephine Keenan • Marilyn Kimball • Kimball Mechanical Services • Heidi Lane • Ann Leamon • Paul & Christine Lundberg • Martin & Barbara Luster • Judy Manchester • The Manchester Club, Inc. • Andy & Peggy Matlow • John & Patricia McCarthy • Bill & Renee Metterville • Kevin & Denise Miller • Richard Mills • Clive Oram • The Open Door • Martha Morgan & Daniel Ottenheimer • Pathways For Children • Laurent Perreault • Pfizer Foundation • Tim & Marilyn Riley • Seacoast Nursing & Rehabilitation Center • Manny & Dorothy Sieradzki • Sally Smithwick • St. Mary's Episcopal Church • Stanley Roofing Co., Inc. • David & Helen Tory • Christoph & Joan Tschalaer • Chris & Ellen Velline • Wellspring House • Richard & Barbara Wilson • Gretchen Wood

**\$100 – 249** Adult Foster Care of the North Shore • Elizabeth B. Akerley • John Alexander • Catherine Allard • Michele Ameno • Peter Anastas & Judy Walcott • John Toby Arsenian • Andy & Lauren Bacigalupo • Stanton Barrett • Jean Barry • Jennifer Beloff • John & Cynthia Bjorlie • Christine Bobek • John Bond • Jay & Kathleen Bothwick • Bethany Fritzsche & Peter Herbert Brau • Lara Lepionka & Stevens Brosnihan • GerryAnne Brown • David & Jill Buchanan • Karen Budrow • Mary Burt • William & Geraldine Butman • Frances Callahan • Cape Ann Chamber of Commerce • Carroll K. Steele Insurance Agency • Philip Chalmers • James Clark • Bruce & Michele Coates • Robin Comer • Liz Serpa & Roger Corbin • Terry & Anne Cowman • Melissa Cox • Monica Lawton & Raymond Crane • Robert & Jean Cunningham • Patricia D'Alelio • Jean Davis • Christine Day • Stephen & Dawn Dexter • Charlotte Dodge • Ann Drake • Barbara Burke Dyer & William Dyer • Debbie Eason • Elite Autosports • Adele Q. Ervin • Ena Feinberg • Guy & Andrea Finck • Matt Fine • Christian & Michele Fisher •

**\$100 – 249 continued** Ellen Flatley • Marion Frost • Lucile Gatchell • Christopher Gaudet • Bonnie Sylvester & Jonas Gavelis • Lauren Gawlik • Ronald & Jane Gillis • Jennifer Gillis • Valerie Gilman • Mark & JoAnn Goldberg • Lee Marshall & Paul Goldberg • Dale Brown & Curtis Gollrad • Deborah Gonzalez • Matthew Good • Susan Rheaume & Scott Gorke • Joyce Griffin • Louise Grinrod • Abbie Lundberg & Anthony Gross • Bonnie Gunn • Harborlight Community Partners • William & Carol Hayes • Gerard Finnerty & Coni Hebden • Ken & Patty Hecht • Susan Herron • Maggie Howard • Mary Ann Johnson • Carin Kale • Albert Kalustian • Denis & Melanie Keenan • Maria Benotti & Peter Kellerman • Edward King • Wayne Kleimola • Peter & Karen Koch-Weser • Patricia Koechlin • Ken Kudym • Susan Kwedor • Arthur & Gloria Landy • Jessica Lanier • Henry & Frances Lapham • Roger Lesch • Lucy Littlefield • Timothy Logue • James & Laura Lowell • Peter & Elaine Lucas • Judith Luciano • Keith & Lisa Lunnen • G. Fred & M. Celene Lyon • Donald & Louise Maier • Noel Mann • John & Eileen Marinelli • Joanne Marsolais • Francis Masse • Tim & Nancy McCarthy • William Newhall & Robert McCrae • Joe & Johanna McEvoy • McGrath Plumbing & Heating Inc. • Kerry McKenna • Laurie McMillan • Judy Metcalfe • Hal & Susan Mindel • Laila Goodman & Barry Moir • Joseph Molnar • Edward & Linda Murphy • Charles & Stella Nahatis • Jeremiah Nicastro • Malcolm Noriega • North Shore Community Development Corporation • Ocean Crest Seafoods • Margaret O'Malley • Robert & Frances Osten • Joan Patten • Margaret Pearson • Percy's of Worcester, Inc. • Amy Gault & Steven Phillips • Ronald Pierre-Louis • Brian & Patricia Pike • Shirleen Popa • Geoffrey Pope • Powderhouse Plumbing • Derek & Marcy Pregent • Christine Reif • Richardson's Ice Cream • Geoff Richon • Nancy & Martin Robb • Ronald Roberts • Joseph & Margaret Rosa • John Rosenthal • RST Thermal • Catherine Ryan • Nicholas & Martha Safford • Cindy Schimanski • SeniorCare, Inc. • Norman Seppala • James & Barbara Siergiewicz • Richard Silverman • Gary & Barbara Simundza • Eric Smith • Jay & Georgia Smith • Robert & Nancy Smith • Newton & Judith Spurr • State Street Matching Gift Campaign • Michael Stelluto • Dawn Stewart • Steven Law & William Stroud • Joshua & Natasha Taylor • Temple Ahavat Achim • Jonathan Trefry • Mary Louise Giuliano & Yuri Tuvim • Peter Van Demark • Anne Hadley & Thomas Vawter • Charles & Louise Vose • Amnon & Ann Wachman • Karin Wade • Brigid Way • Wellington Management Company • Michael Willwerth • David Willwerth • Scott & Julie Young • C. Fredric & Judith Young • Thomas & Kristin Zarella

**\$50 – 99** Jerry & Carol Ackerman • Susan Lehr & Jean Appelftoft • Peter & Catherine Bartholomew • R. Billings Bramhall • Carolyn Buckley • Rodney & Phillip Burgess • Jo-Ann Castano • Jerry Ciolino • Geraldine Coughlin • Seth & Joan Cutter • Eugene & Anne D'Angelo • Sarah Dunlap • Nana Dunn • Laurel Eisenhauer • Tamsen Harding-Endicott & Dominic Endicott • Kevin Connolly • William Febiger • Erika Ferri • Casey Fitzsimmons • Bob & Janet Foote • Chris Frates • Erin George • James Gillooly • Thomas & Sheila Golden-Baker • Barrett & Pamela Goodspeed • Peter & Janice Goodwin • Donald & Janet Greenwood • Nancy Goodman & James Gutstadt • Daniel Halston • Marie Hultin • Charlotte Jennings • Mort & Bailey Kaplan • Sharon Kishida • Lynn Lane • Brian Lane • Suzanne Lapine • Neil & Elizabeth Linsenmayer • Peter & Kim LoGrasso • Michael Londergan • Marie Luleich • Adah Marker • Paul & Catherine McGeary • Ann Mears • Brian & Lauri Miller • William Minigan • Steve Mizzoni • Sarah Mowitt • Philip Murphy • Philip Murray • Scott & Alice Newell • David & Christine Nugent • Gerald & Arlene O'Neil • Richard & Judy Peace • Dennis & Cynthia Quinn • David Quinn • Melvin & Martha Rosenblatt • Catherine Schlicte • Ambrose & Valerie Scola • Joel & Bonnie Shelkrot • Laura Simon • Thomas & Nancy Smith • Caroline Spang • Pamela Stone • Richard & Catherine Swensen • Susan Thorne • Robert & Carolyn Trabucco • Keith & Janet Trefry • Maria Valenti • Stephen & Joanne Ventola • Nicholas & Anne Votze • Sylvia Vriesendorp • John Waz • Robert & Lillian Welcome • Mary Alice Wheeler • Mary Williams • June & Jim Wulff • Keith Zellman

**THANK YOU!** We can only have the impact we do thanks to the support of more than 500 generous individuals and organizations each year. If you would like to support Action Inc., please visit [actioninc.org/donate](https://actioninc.org/donate) or contact us at **978-282-1000**.



# FINANCIAL REPORT

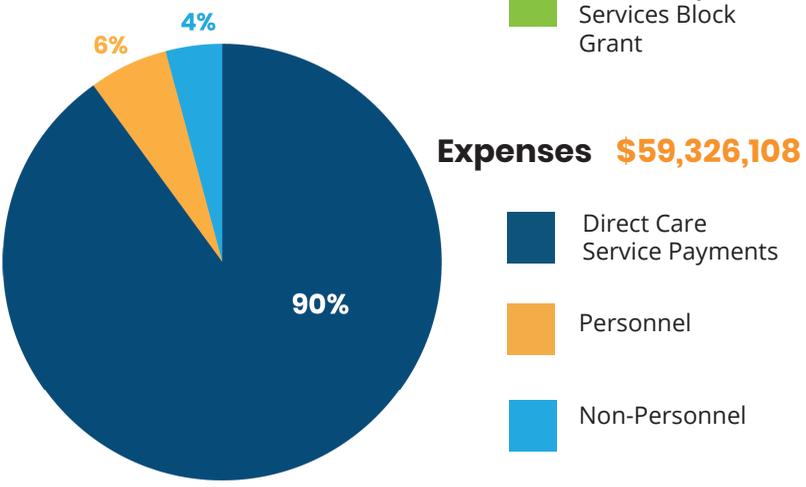
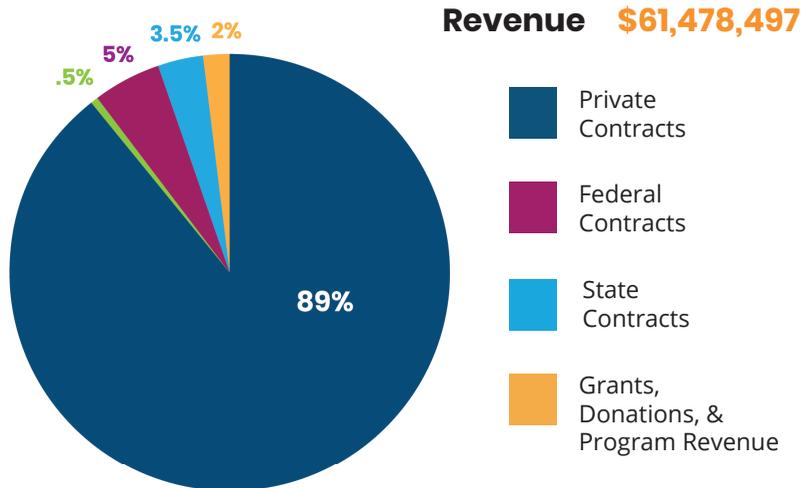
In fiscal year 2017 (Oct. 1, 2016 – Sept. 30, 2017), Action Inc. continued to be a strong and stable organization, with a budget that reflects our local impact and statewide responsibilities. Sound financial management has allowed the agency to sustain our role in the community and to expand and improve our services for local residents.

The majority of Action Inc.’s private contracts revenue comes from statewide energy efficiency programs that Action Inc. oversees. Almost all of this revenue is in “pass-through” funds that Action Inc. pays out to various contractors and agencies.

The Community Services Block Grant (CSBG) is the federal funding that designates Action Inc. as the Community Action Agency serving Cape Ann. This flexible funding allows us to provide a number of services that would otherwise be hard to fund and help us attract funding for the agency as a whole. For every dollar of CSBG funds that Action Inc. receives, we are able to raise more than \$190 from private sources. Action Inc. also delivers the federally funded LIHEAP (Fuel Assistance) and WAP (Weatherization) programs in our service area.

In the coming years, it will continue to be important for the agency to diversify funding streams. The President’s budget proposals in the last two years have aimed to eliminate CSBG, LIHEAP, and WAP, as well as other important federal funding Action Inc. receives.

It is our intention to be here to serve Cape Ann for the next 50 years or more. In order to do so, we will be working harder than ever to secure the mix of funding that will support the agency and the important programs we operate in our community.



# Leadership

**Peggy Hegarty-Steck**  
President & Executive Director

**Maggie Howard**  
Deputy Director

**Ken Kudym**  
Chief Financial Officer

**Elliott Jacobson**  
Vice President for Energy Services

**Jennifer Beloff**  
Director of Client & Housing Services

**Brian Beote**  
Director of Energy Efficiency Programs

**Rita Carvalho**  
Director of Energy Services

**Susan Hawes**  
Director of Human Resources

**Joe McEvoy**  
Director of Planning & Development

**Lisa Murrin**  
Director of HomeCare

**Marie Sanviti**  
Director of Energy Advocacy & Benefits Programs



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