

ANNUAL REPORT 2021



ACTION INC.

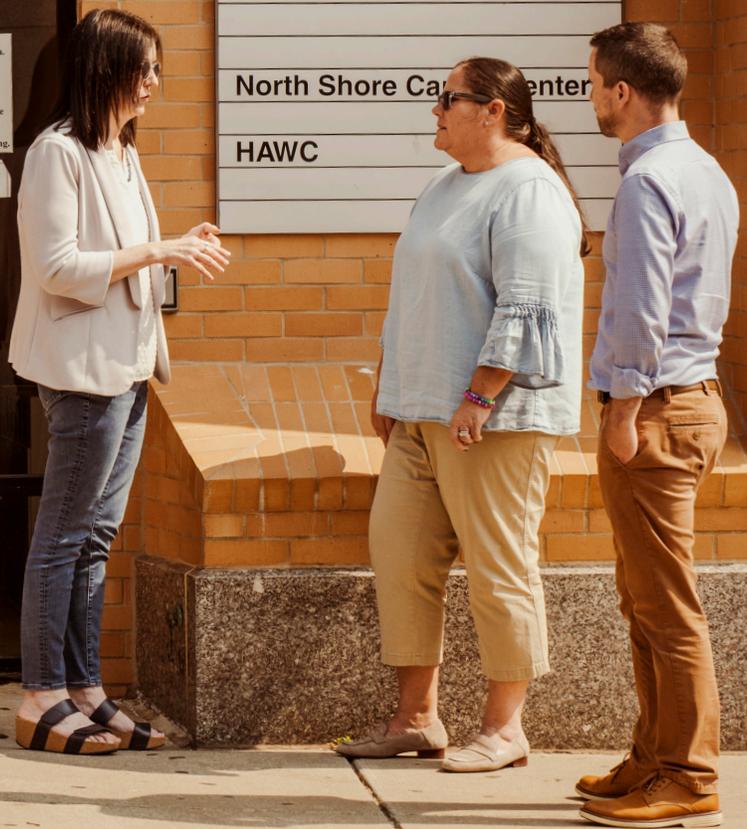


5
PLEASANT STREET

Action, Inc.
Executive Offices
Client & Housing Services
Job Training & Education

North Shore Career Center

HAWC



Dear Friends,

The ongoing COVID-19 pandemic continued to challenge us in 2021. The housing crisis worsened, demand for behavioral health services increased, and an uneven recovery meant that too many families were in a constant state of economic stress. Through creativity, commitment, and flexibility, we helped our community face its greatest challenges.

With the generosity and support of our funders, and the talent and dedication of our staff, we delivered for our community! We provided more than \$750,000 in rental and mortgage assistance. We brightened the holidays for over 1,100 local children. We launched new training programs to get local residents into well-paid, fulfilling jobs. We made it easier to apply for Fuel Assistance and enhanced our bilingual capacity at our Community Services Department.

Despite the pandemic, we will continue to build a more equitable and resilient community. We stand ready to help our friends and neighbors through life's challenges, whatever the future holds.

Sincerely,



Peggy Hegarty-Steck
Chief Executive Officer



Linda Giamanco
Chairperson

2021 BOARD MEMBERS

Linda Giamanco, Chair
Linda Murphy, Vice Chair
Roger Lesch, Treasurer
Sally Berkowitz, Secretary

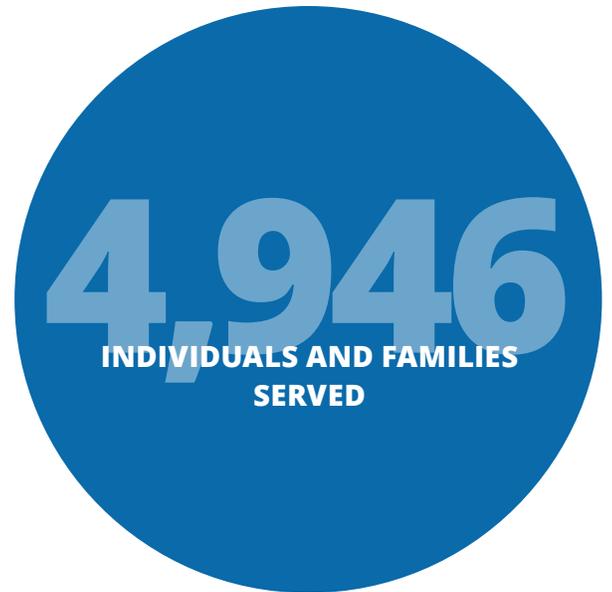
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Courtney Lane
Jennifer Orlando
Marcy Pregent
Carole Sharoff
Elise Sinagra
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Rev. Karin Wade
Felicia Webb
Gretchen Wood



Action Inc. received nationwide recognition from the National Community Action Partnership when they showcased the Cape Ann Emergency Relief Fund in their 2020 report.

The report illustrated the commitment and responsiveness of Community Action Agencies during the first 90 days of the COVID-19 pandemic.

For more than 55 years, Action Inc. has provided life-changing services that support and empower our community. Like hundreds of other Community Action Agencies across the country, we work to address economic inequality and ensure everyone has access to the tools they need to build a better life.



The Core Values of Community Action

- We believe all people should be treated with dignity and respect and recognize that structural race, gender, and other inequities remain barriers that must be addressed.
- We believe that this nation has the capacity and moral obligation to ensure that no one is forced to endure the hardships of poverty.
- We believe that with hope, adequate resources and opportunities, everyone can reach their fullest potential, and we are committed to achieving that vision.
- We pledge ourselves to creating an environment that pursues innovation and excellence through multi-sector partnership and collaboration.



Due to Action Inc.'s longstanding partnerships and consistent track record, it quickly became a go-to agency in this time of crisis.



– Excerpt from the National Community Action Partnership report COVID-19: Community Action Responded Quickly in the Early Days of the Pandemic



3

TOP 3 COMMUNITY NEEDS

HOUSING

Goals:

- Increase access to affordable housing in the community
- Assist individuals with gaining stability and achieving economic security through the provision of housing and services

EMPLOYMENT

Goals:

- Increase access to living-wage employment in the community
- Assist individuals with gaining skills and obtaining employment by providing education and training programs

BEHAVIORAL HEALTH

Goals:

- Increase access to behavioral health treatment and support in the community

ADVANCING OUR MISSION

In August we released our 2021 – 2023 Community Assessment Report and Strategic Plan. Created through a comprehensive community-wide assessment process, the report identifies the top needs of our community, establishes goals based on those needs, and outlines actionable steps to help achieve those goals.



View the Community Assessment Report and Strategic Plan to learn more about our vision for the next three years.

ADVOCATING FOR EVERYONE

Community Services

While the pandemic limited in-office appointments throughout 2021, our Community Services Navigators continued to meet with people remotely, helping them **apply for public benefits to maximize their income, find affordable apartments, pay their rent/mortgage or move-in costs, and more.**

In addition to our Community Services Navigators, our Housing Attorney provided expertise on **tenant rights, housing court, and provided legal representation when necessary.**



Thanks to increased funding from our partners, our tri-lingual Navigator Fatima met with more Spanish and Portuguese speaking clients in 2021 than ever before.

Our rental and mortgage assistance program expanded to help hundreds of Cape Ann residents stay housed during a time of great instability. Through generous private and public partnerships, we raised funds which prevented both evictions for tenants and income loss for property owners.

Funding for rental assistance is provided through major partnerships with Essex County Community Foundation, Tides Foundation, Gloucester Community Preservation Fund, Ipswich Affordable Housing Trust, Town of Manchester Affordable Housing Trust, and Town of Rockport Community Preservation Committee.

ADDRESSING HOMELESSNESS

Housing First

The premise of Housing First is that people need stable housing to successfully manage their health. Once someone is safely housed, our Case Managers work with them to address health concerns, accomplish self-identified goals, and achieve the stability that improves their quality of life.

This year, our Housing First program expanded to 82 households, allowing 12 additional people to find security, support, and **a place to call home.**

Our Housing First Case Manager Lacey helps her 18 clients with things like sobriety, mental health, budgeting, reconnecting with family, and reconnecting with themselves. She supports people by validating their feelings, "just like you would do for a friend."

I'm always in your corner. The good, the bad, the ugly; I'm not going to judge you for it.

Emergency Shelter

Our Emergency Shelter provides a safe place to stay for up to 30 adults without a home. Shelter staff guide guests through tailored "Moving-On Plans" that address their underlying causes of homelessness, identify useful resources, and move them towards permanent housing.

Staff continued to work 24 hours a day, 7 days a week to make sure shelter guests had the support they needed after the pandemic put them at risk.

Services provided:

- Hot meals & bagged lunches
- One-on-One meetings with Case Managers
- Housing search assistance
- Medical services
- Behavioral health & substance use support
- Access to personal care products & clothing

OVER
\$35K

IN PUBLIC MONEY SAVED
ON EMERGENCY SERVICES,
PER HOUSING
FIRST CLIENT, OVER
A TWO-YEAR PERIOD

82

PEOPLE RECEIVED
PERMANENT HOUSING
AND SUPPORTIVE SERVICES



57

PEOPLE STAYED
AT THE SHELTER*

22

SHELTER GUESTS MOVED
INTO PERMANENT
HOUSING

* Due to the pandemic, shelter capacity was reduced to protect the health of shelter guests and staff

ASSISTING WITH ENERGY BILLS

Fuel Assistance & Utilities Advocacy

Through our Fuel Assistance (LIHEAP) program, we helped people pay their heating expenses and save money on future utility bills. Our Utilities Advocates also helped with arrearage management, shutoff notices, and other utility-related challenges.

This year we launched an online portal so people could more easily apply from home. The new portal was critical to serving as many people as possible in a safe, accessible way. It also allowed more flexibility for working families.



I can't thank you enough for how understanding, accommodating and thoughtful you have been to me through this entire process. I am so grateful for all the energy conservation improvements your agency has provided for my home. I have had such a positive experience with all the vendors your agency contracted. They were all thorough explaining what the work was that they would be doing. Always were polite and pleasant answering all my questions. They were respectful of my property and always cleared the work area when they left each day. Sending my heartfelt thank you to all.



- Energy Services Client

ASSESSING HOME ENERGY COSTS

Energy Efficiency

Our Energy Efficiency programs kept homes warm and reduced energy bills, while also helping to protect the environment.

Throughout the year, our Energy team provided free in-home energy assessments. Based on the assessment results, we contracted with local companies to perform necessary weatherization measures like **air sealing, weather stripping, installing insulation, replacing roofs, and more.**

Inefficient or broken heating systems were repaired or replaced.

Old appliances that drive up energy bills were replaced with new energy efficient ones through our Appliance Management Program (AMP).

All of these services were provided at no cost to income-qualified residents.

Our Energy Efficiency work is performed by more than 50 local contractors, helping to support our regional economy.

610
LOCAL HOMES
WERE MADE MORE
EFFICIENT

8,000
APARTMENTS RECEIVED
ENERGY EFFICIENCY
UPGRADES STATEWIDE



Multifamily Program

Our Multifamily Energy Efficiency program serves larger residential buildings and housing developments, providing weatherization and heating system upgrades. By partnering with housing authorities, affordable housing developers, and private landlords, we serve **thousands of residents across the state each year.**

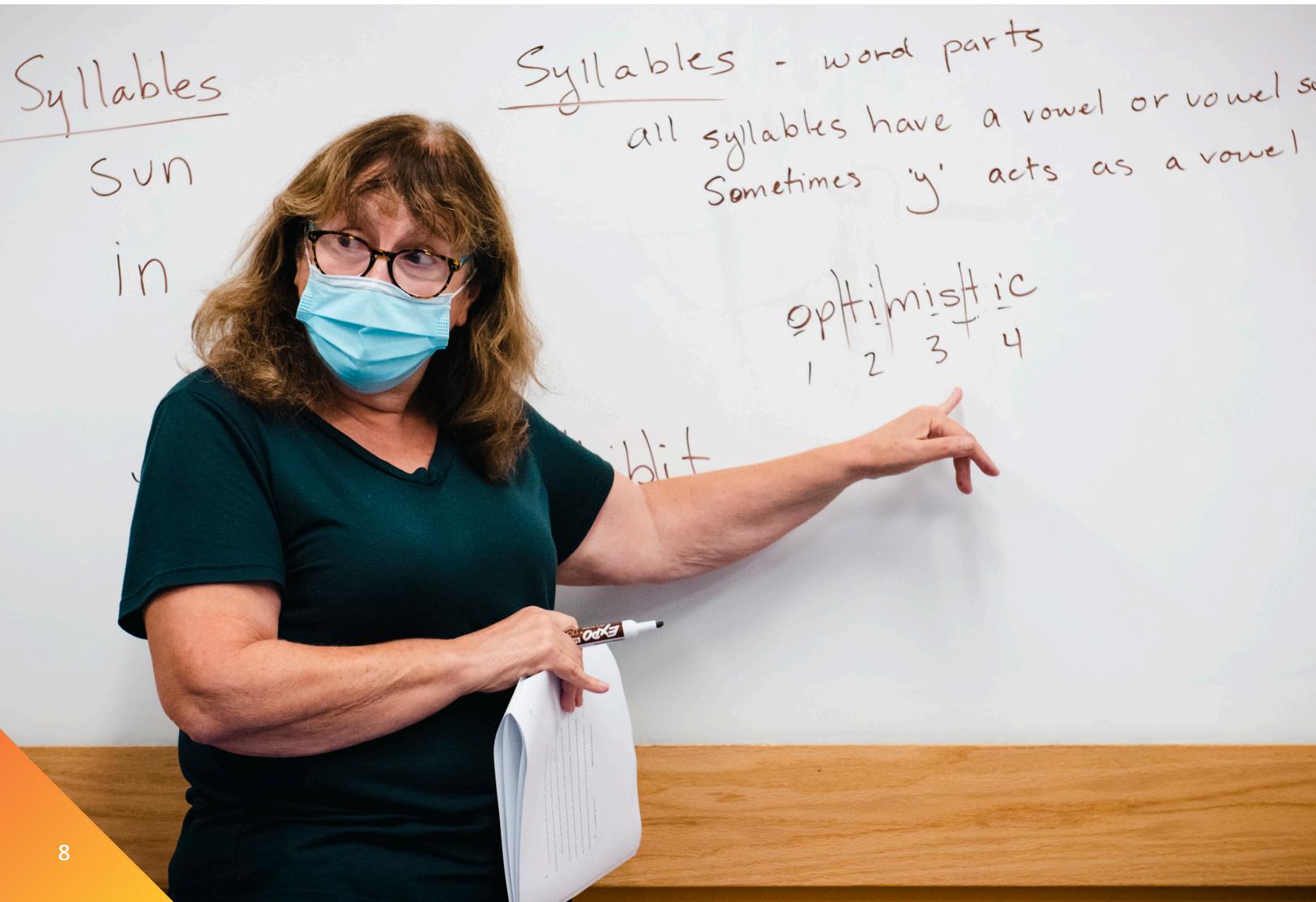
ACCOMPLISHING GOALS

Adult Education

In 2021, students in our Adult Education program found that remote learning made navigating traditional barriers like childcare and travel a little easier. Many had the opportunity to fully engage in their classes and attend more consistently than they would have in a traditional setting.

Adult Education students meet multiple nights a week to work towards their HiSET (High School Equivalency) and receive support for career development. Instructors, students, and their families form tight bonds as they go through the program together, learning about the different cultures represented and sharing in each other's successes.

The program is funded and accredited by the Massachusetts Department of Elementary and Secondary Education and is **one of the highest performing programs in the state.**





COMPASS

20 years ago, our COMPASS program began as a homework club. Today, we provide individualized academic instruction to out-of-school youth with a focus on completing the HiSET (formerly called GED). Students also have access to services such as career preparation, mental health support, and enrichment programming.

Throughout 2021, COMPASS students demonstrated grit, determination, and resilience. After a turbulent period caused by the pandemic, enrollment continues to increase as more young people look for support.

“*My superpowers are being resilient to challenges and rising to any occasion ... My next step is an internship opportunity at the Dana-Farber Cancer Institute.*”

- Kayla McKenna, recent COMPASS graduate

45
STUDENTS ENROLLED
IN COMPASS

12
FOUND NEW EMPLOYMENT

8
RECEIVED THEIR
HISET DIPLOMA

ACCESSING NEW OPPORTUNITIES

Trades Gateway Program

Our exciting new Trades Gateway Program launched in 2021 to help people gain access to specialized training and apprenticeship opportunities. We identify programs or trainings that provide accredited certifications to help people begin meaningful and rewarding careers.

Our team provides intensive coaching and job readiness support to ensure students have a successful start to a career in the trades. Additionally, we launched our Trades Employer Network, which works with partners in the community to offer students employment opportunities that are in demand locally.

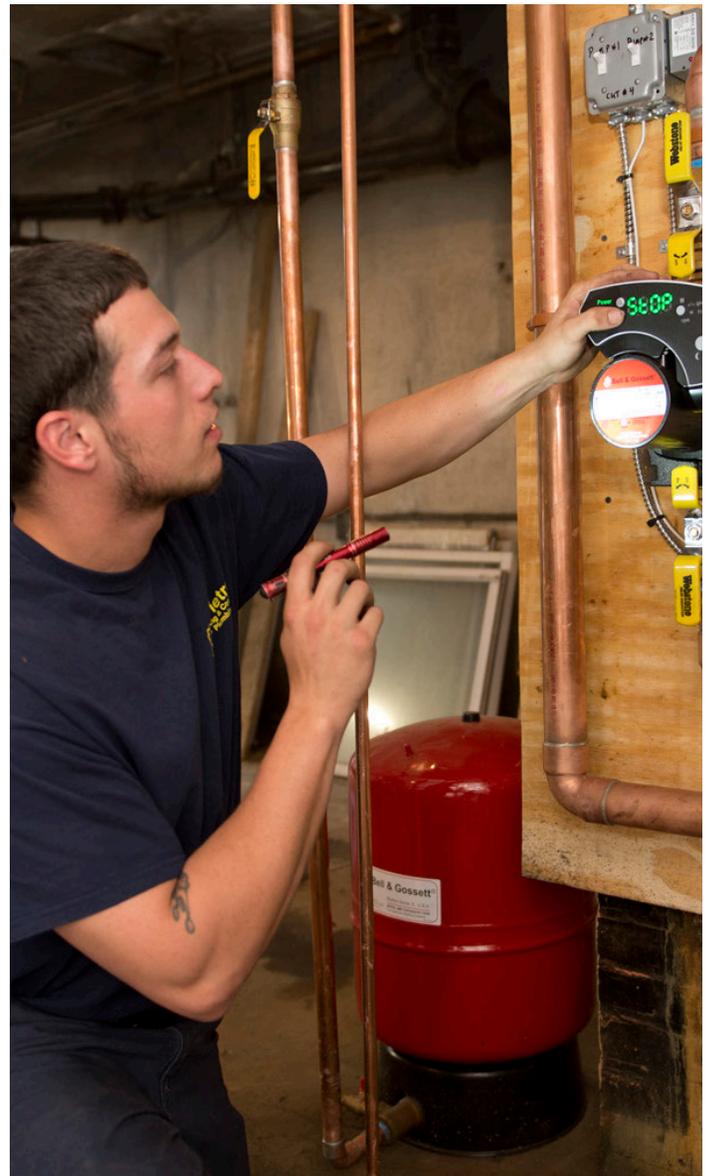
To bolster our network, gain program direction, and ensure that our efforts are up to date with current trends in trades, we formed a Trades Advisory Committee. This growing group includes the Employer Network along with other institutions such as MassHire, MassRehab, local trades schools, local trades employers, and local nonprofits such as Wellspring House and Cornerstone Creative.

Trainings students are currently enrolled in include:

- Commercial Driver's License
- Construction Labor
- Electrical
- Fire Alarm Systems
- Hoisting
- HVAC
- Marine Technology
- Plumbing
- Welding

“*The CDL program saved my life.*”

- 2021 Trades Gateway Student





It gave me the freedom to work and make money. I was also able to see things I had never seen before, like mountain passes.

I have been through, like, every desert, in the middle of the Grand Canyon [...] it was really fun. It has taken me on

an adventure and I made money while I did it.



- Katrina Fuller, Trades Gateway graduate

Katrina Fuller earned her Class B CDL through our Trades Gateway Program. Her favorite part of being a truck driver?

She's getting paid while fulfilling her passion for travel.

9

STUDENTS WHO HAVE COMPLETED A PROGRAM

1 IN 3

STUDENTS IN THE PROGRAM ARE WOMEN

41%

OF THE NATIONAL WORKFORCE WILL BE RETIRED BY 2031, AND FOR EVERY NEW WORKER ENTERING THE TRADES WORKFORCE, FIVE LEAVE OR RETIRE.*

*According to an estimate by The National Center for Construction Education & Research.

Harbor Village

In July 2021, Harbor Village opened its doors on historic Main Street in Gloucester. The mixed-use development provides 30 affordable apartment homes for individuals and families. A partnership between Action Inc. and North Shore Community Development Coalition (NSCDC), Harbor Village is part of our commitment to provide more affordable housing in our community.

Harbor Village is unique. It marries affordable housing, cutting edge green building technology, art and placemaking, and high-quality architecture. Not only does the development bring much needed housing, it also helps to revitalize Main Street.



Harbor Village is Gloucester's first building designed using Passive House technology.

Harbor Village and the designer of the building, ICON Architecture, were featured on the Global Passive House Showcase. Passive Housing results in ultra-high energy efficiency, reducing operating costs and environmental impact.



While we were unable to host a larger celebration due to COVID-19 concerns, we were able to hold a small ribbon cutting ceremony. Watch the video produced in its honor.



Working with NSCDC's Punto Urban Art Museum, three mural projects were incorporated into the building. This includes two exterior murals, one by renowned muralist JEKS ONE, and another celebrating the history of Gloucester and the city's 400th anniversary by local artist Grimdrops (Mike Grimaldi). Inside the building, Yenny Hernandez added vibrant wall murals welcoming residents to the space, while Jacob Ginga's prints hang in the hallways and common spaces.



Artists from the top:

Yenny Hernandez

JEKS ONE
(Brian Lewis)

Grimdrops
(Mike Grimaldi)

ALLEVIATING FINANCIAL STRESS

Cape Ann Kids Holiday Fund

In 2021, Action Inc. teamed up with Pathways for Children and Wellspring House, Inc. to launch the Cape Ann Kids Holiday Fund. This joint initiative ensured that local kids, already impacted by the challenges of the pandemic, experienced a magical holiday.

In previous years, we operated a holiday store that reduced the financial burden for parents and brought joy to hundreds of children. This year, we pivoted and raised funds for gift cards for families in the community. Gift cards were both easier to distribute, given COVID restrictions, and provided more flexibility for parents to pick out meaningful gifts specific to their own child.

This collaboration served more than 1,100 kids and raised over \$130,000 in funds to purchase gift cards.

Cape Ann Kids Holiday Fund Top Donors & Partners

100 Women Who Care Cape Ann \$10,180.00	Megan Fulford \$1,750.00	Peter Kovner \$1,000.00
Richard D. Wilson Community Response Fund, Beauport Financial Services \$10,000.00	LeahGrace Kayler \$1,500.00	Regan Remillard \$1,000.00
Institution for Savings \$5,000.00	Samuel Crocker \$1,500.00	Residential Weatherization Inc. \$1,000.00
Mr. & Mrs. L. Dexter Woodman Scholarship Fund \$5,000.00	Manchester-Essex Rotary Club \$1,200.00	Stephanie Rogers \$1,000.00
New England Biolabs \$5,000.00	Knights of Columbus \$1,105.65	Thomas Simons \$1,000.00
Andrew and Miriam Preas \$3,000.00	Anonymous \$1,070.00	Trinity Congregational Church \$1,000.00
Cape Ann Savings Bank \$3,000.00	Bonnie Gunn \$1,000.00	
Lyon-Waugh Auto Group \$3,000.00	Common Crow Natural Health \$1,000.00	
Brace Cove Foundation \$2,500.00	Elizabeth Furber \$1,000.00	
Steven Mersky \$2,500.00	Guardino/Whittemore Family \$1,000.00	
First Congregational Church of Essex \$2,125.00	Jerry and Margaretta Hausman \$1,000.00	
Breen & Sullivan Mechanical Services \$2,000.00	Julie Riordan \$1,000.00	
Joseph and Allison Mueller \$2,000.00	Low Family \$1,000.00	
	Peabody Properties, Inc. \$1,000.00	



Christina Ackerman	Michelle Campagna	Fibbe Family	Arri Anna Harvey
Andrea Adamo	Gail Campbell	First Congregational Church of Rockport	William and Rosalyn Hausman
Joseph and Helen Aiello	Cape Ann Referral Group	Kirstin Fitzgibbons	Caroline Hawkins
Laura Alavosus	Cape Ann Eye Specialists	Hank and Maureen Flores	Colleen Hayes
Francis and Rebecca Aliberte	Rita and Steve Carvalho	Susan Flynn	Cathy and Dwight Hebert
Marlowe Almeida	Jim Caulkett	Maureen Foster	Jill Heine
Susan Alvey	Leslie Chapdelaine	Diana Foster	Bruce and Elizabeth Heisey
Beverly Amero	Claudette Chmura	Naomi Foster	Sheri Heller
Erika Andrews	Anthony and Pamela Cicccone	Jason and Edith Fouser	Jonathan Heussi
Alison Anholt-White	Kathleen and Kevin Clancy	Deb Fowler-Wheaton	Ingrid and Michael Hillinger
Anonymous	Bruce Coates	Jennifer Frain	Margaret Hollender
Judith Aparo	Virginia Cohen	Audrey Fraser	Kathryn Hollett
Tracy Arabian	Ellie Collins	Hollis and Helen French	Elizabeth Holmberg
Caroline Armington	Alessia Connolly	Janet French	Katherine Hooper
Sally Arnold	Larry Constantine	Kathy Frick	Maggie Howard
Mark and Paula Asaro	Jackie Cooper	Wendy Friend	Gallaudet Howard
Diane Aspesi	Rosemary Costello	Tim and Holly Frithsen	Melissa Hull
Heather Atwood	Terry and Anne Cowman	Jenna Fulford	Integrated HR
Timothy Averill	Monica Lawton and Raymond Crane	Bill and Irene Fulford	Sally Jackson
Camilla Ayers	Chris Crotty	Kari Gale	Heidi Jackson Dean
Annalei Babson	Lindsay Crouse	Terri Gallo	J. B.
Paul Bagley	Kerrie Cruickshank	Michael Garvey	Jeffrey and Mary Peart
Hilary Baksa	Patricia D'Alelio	Patricia and Richard Gates	Diane Johnson
Cindy and Marty Balcome	Jean Davis	Bonnie Sylvester and Jonas Gavelis	Greta Johnson
Mary K. Ball	Liane Davis	Dorothy Geiser	Anne Johnson
BankGloucester	Cheryl De Primio	Sharon George	Katie Johnson
Wendy Banks	Robert Deckert	Erin George	Ellen Johnson
JoAnn Beck	Mary DeLorenzo	Kecia German	Robert Joyal
Sally and Nathan Berkowitz	Meltem Demirors	Linda Giamanco	Zachary Jylkka
Lida Bernard	Karen Denaro	Victoria Godfrey	Thomas Kehoe
Rebecca Bernie	Paula DeSimone	Kathleen Goeben	Jean Keith
Holly Betts	Meryn DeSimone	Kate Golden	Stephen and Carolyn Kelly
Margaret Birkemose	Penelope Devoe	Judith Goldman	John Kenney and Mary Cody- Kenney
Camilla Blackman	Judi Diehl	Hannah Goodale	Sara Kiarsis
Carolyn Blair	Anna DiPerna	Nancy Goodman and James Gutstadt	Elizabeth Kiely
Jodi Blanch	Sheila Doctoroff	Cynthia Goulart	Polly Knowles
Jennifer Blute	Donald and Annette Chalmers	John and Bonnie Graham	Candice Knowlton
Penelope Boling	Paula Donnelly	Greater Cape Ann Chamber of Commerce	Rebecca Koch and Nubar Alexanian
Sally Bradley-Golding	Jen Dore	Kathryn Gregory	Sue Koehler-Arsenault
Dianne Braley	Margaret and Steve Driscoll	Tim Greiner	Margaret and Donald Koller
Caitlin Bright	Eastern Copy Fax	Windward Grille	Robert and Donna Kramich
Brookline Bank	Deborah Ebeling	Lauren Gudonis	Ronald and Maura LaBarre
Brookwood Financial Partners	Kenneth and Alice Erickson	Catherine Gunn	Michelle Langille
Kristen Brousseau	Susan Evans	Nancy Guselli	Kathleen Langley
Helen Brown	Susan and Ira Evans	Carl and Judy Gustin	Cathy Lanois
Bailey Buchanan	Jill Evers	Diane Gustin	James Latham
Will Buchanan	Cheryl L. Favalora	Hale Design Build Corporation	Pat Latham
Casey Burkinshaw	Jessica Favaloro	Joseph and Gail Halloran	Tessa Lawhorn
Theodore Burnham	Anthony Favaloro	Patricia Hardwick	Sandra Lawrence
Eileen Burnham	Jason Favaloro	Bob Gillis and Patricia Harrington	Ellen Leaman
Linda Byrne	Mike and Sandy Favaloro	Tracey Hartford	Ann Leamon
Linda Cahill	Rachel Favaloro	Walter Hartford	Ann Leamon
Jill Cahill	Carlo Favazza		Philina Lee
Peter Calkins	Kasie Favazza		Terry LeHoullier
Andrew and Margaret Calkins			Anne Lewis

Cape Ann Kids Holiday Fund Donors & Partners

Marian Linden
Lucy Littlefield
Beth Loeper
Sash Ludwig
Paul and Christine Lundberg
Alexandra Lynn
G. Fred and M. Celene Lyon
Joshua MacDonald
David and Ann MacLaughlin
Meghan MacLaughlin
Mindy MacNeill
Joe Maher
The Maids
Donald and Louise Maier
Richard and Madelaine Makin
Susan Malatesta
Jacqueline Maley
Brenda Malloy
Stephanie Maltese
Manchester Police Department
John Marks
Christine Marques
James Marr
Constance Mason
Heather Matheson
Andy and Peggy Matlow
Rick Maybury
Aria and John McElhenny
Margaret McEvoy
Ed and Bo McFayden
Heidi and Joseph McGrath
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Carol and Mike McMahan
Katherine McMillan
Lisa McNamara
Joseph Mechem
Megin
Megan Merlin
Melanie Messer
Christine Metrano-Barber
Renee and Bill Metterville
Vanessa Michalak
Kristin Michel
Thelma Millard
Todd Mills
Connor and Jessica Minnaar
Richard Mirsky
Joseph Molnar
Tom and Susan Mooney

Susan Moore
Valerie Moore
John and Virginia Mordue
Martha Morgan and Daniel Ottenheimer
Susan Morreale
Russell Morris
Sarah Mowitt
Jill Munroe
Linda and Edward Murphy
David Murray
Carol Murray
John and Wendy Nasser
Penelope Neal
Scott Noble
North Shore Mini Storage Essex, Inc.
Hope Norton
Deborah O'Brien
Melanie Oldeman
Alice and David O'Leary
Meghan O'Leary
Alicia Oliver
Laura O'Neill
Helen O'Reilly
Joe Orlando Jr.
Kavita Padiyar
Danielle Palazola
Katy Palmer
Joseph and Pamela Parisi
Christy Park
Alexandra Parker
Linda Parkins
Thomas and Elizabeth Parsons
Thomas Pearce
Chris Pellegrini
Julie and Ron Perrault
Larry Perreault
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Kathleen Piaggese
Penny Pilzer
Marie Pisaturo
William and Shirley Pitman
Libby Poitras
Leslie Pope
Greg Power
Robert and Pamela Prichard
Maureen Quine
Elaine Quinn
Erin Quinn
Amy Randazza
Nina Randazzo

RE/MAX 360
Ingrid Renzi
Patti Riley
Mary Riotte
Susan and John Risser
Doug and Tracey Ritchie
Jennifer Robitaille
Krista Roche
Rockport Police Association
Dorothy Rodier
Carolyn and George Rogers
Mark and Cynthia Ross
Elizabeth Rossetti
Lori Rostkowski
Denise Rouleau
Kristy Rudel
Robert and Katherine Ryan
Judi Sabella
Jayne Sacco
Patrick Salony
Annie Sartorius
Becky Schaeffer
Nancy Schick
Ann Schlecht
Jerry Sharfstein
Brittany Shaw
Kaitlyn Shaw
Donna Shepard
Will Shingleton
Manny and Dorothy Sieradzki
April Silver
Tara Singleton
David and Patricia Slade
Chip Smith
Meredith Sobol
Evelyn Somers
Kimberly Spaner
Carol Spence
Patricia Spica
Spine Center North Shore
Elz Spofford
Amy Sprenkle
Newton and Judith Spurr
Kimberly St Pierre
Michael and Sandra Staid
Stanley Roofing Co., Inc.
Laura Stevens
Adrienne Stinson
Richard Stomberg
Ashley Streb
Elizabeth Sullivan
Joan Sullivan

Troy Sullivan
Naomi Sullivan-Callender
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Dennis Walsh
Andrea Walsh
Michael Walton
Sarah Warren
Robert Webbet
Robert and Lillian Welcome
Rachel Wells
Mark Werner
Laurel Wheeler
Larry Whitten
Anthony Wilbur
Dick Wilson
Windover Construction
Kathryn Withers
Robert and Joan Wogan
Tom Wojcik
Kiersten Wood
Gretchen Wood
Sarah Wood
Colleen Wood-Bell
Ann Woodbury
Lara Wosepka
June and Jim Wulff
Steve Yost
Colleen Zachareas
Kristen and Leo Zerilli
Sheryl Zuidema

PPLAUDING OUR PARTNERS & PUBLIC FUNDERS

Accord Food Pantry	Ipswich Aware	Mission of Deeds – Reading	Salvation Army
Action for Boston Community Development	Ipswich Caring	Moore's Way	Santander Bank
Addison Gilbert Hospital/Beth Israel Lahey Health	Ipswich Housing Authority	National ABLE Network	Scatterday's Driving School
American Legion Post 3	Ipswich Public Library	National Association of Regulatory Utility Commissioners	Self Help, Inc.
Annisquam Sewing Circle	Ipswich Public Schools	National Association of State Consumer Advocates	SeniorCare
Annisquam Village Church	Ipswich Refugee Program	National Consumer Law Center	Share our Strength (Cooking Matters)
Ascension Memorial Church	Ipswich Utilities	National Energy Assistance Director's Association	Shaw Fund for Mariner's Children
Backyard Growers	JRI/Children's Friend & Family Services/ Yunity Drop-in Center	National Grid	South Bay Community Services
Balance of State Continuum of Care Homeless Services Consortium	JRM Hauling & Recycling	Needy Meds	South Middlesex Opportunity Council
Beaumont Ambulance Service	Knights of Columbus	New England Center and Home for Veterans	South Shore Community Action Council
Berkshire Community Action Council	Lahey Health Behavioral Services	New England ISO	Springfield Partners for Community Action
Beverly Bootstraps	LEAP for Education	New England Tractor Trailer Training School	St. John's Episcopal Church
Beverly Housing Authority	Learn to Cope	North Shore Art Association	St. Mary's Episcopal Church
Budget Buddies	LEO Inc.	North Shore Career Center	St. Paul Lutheran Church
Cape Ann Chamber of Commerce	LifEBridge North Shore	North Shore Community Action Programs	St. Vincent DePaul
Cape Ann Interfaith Commission	Low-Income Energy Affordability Network	North Shore Community College	Sunshine Taxi
Cape Ann Motor Inn	Lynn Community Health Center	North Shore Community Development Coalition	Temple Ahavat Achim
Cape Ann Museum	Lynn Housing Authority	North Shore Community Health Network	The Caleb Group
Cape Ann Transit Authority	Lynn Shelter Association	North Shore Health Project	The Open Door
Gloucester Biotech Academy	MA Clean Energy Center	North Shore HOME Consortium/ City of Peabody	Triangle, Inc.
Gloucester Community Preservation Committee	MA Department of Developmental Disabilities	North Shore Housing Action Group	UMASS Medical School
Gloucester Department of Public Health	MA Department of Elementary & Secondary Education	North Shore Workforce Investment Board	United Way of Massachusetts Bay & Merrimack Valley
Gloucester District Court	MA Department of Energy and Environmental Affairs	Northeast Legal Aid	US Department of Education
Gloucester Family Health Center/ North Shore Community Health	MA Department of Housing and Community Development	Orlando & Associates	US Department of Energy
Gloucester Fire Department	MA Department of Mental Health	Lanesville Orthodox Congregational Church	US Department of Health and Human Services
Gloucester House Restaurant (in collaboration with Salvation Army)	MA Department of Public Health	PAARI	US Department of Housing and Urban Development
Gloucester Housing Authority	MA Department of Transitional Assistance	Pathways for Children	Valley Opportunity Council
Gloucester Police Department	MA Department of Veterans' Services	Peabody Properties	VNOC
Gloucester Public Schools	MA Energy Director's Association	Peter and Elizabeth C. Tower Foundation	Wellspring House
Good Friday Walk	Making Opportunity Count	Peterson School	WindRiver Construction
Grace Center	Manchester Affordable Housing Trust	Penn Foster	Woodman's Restaurant
Grand Banks	Manchester Essex School District	Plumbing Academy	Worcester Community Action Council
Greater Lawrence Community Action Council	Manchester Housing Authority	Quincy Community Action Programs	YMCA of the North Shore
Greater Lawrence Family Health Center	Massachusetts Coalition for the Homeless	Regional Youth Prevention Network	
Greater Lynn Senior Services	Massachusetts Housing & Shelter Alliance	RISE Engineering	
HAWC (Healing Abuse, Working for Change)	Massachusetts Law Reform Institute	Riverdale Methodist Church	
Holy Family Parish	Massachusetts Rehabilitation Commission	Rockport Community Preservation Committee	
Housing Assistance Corporation	MASSCAP	Rockport Council on Aging	
Institution for Savings	MassHealth	Rockport Housing Authority	
Institution for Savings Charitable Foundation	MassHire	Rockport Public Library	
Invest in People	MassHousing	Rockport Public Schools	
Ipswich Affordable Housing Trust	MetroHousing Boston	Salem State University	
Fund Board/Housing Partnership			

APPLAUDING OUR DONORS

Essex County Community Foundation
\$171,960.25

Tides Foundation
\$150,000.00

Institution for Savings
\$40,000.00

United Way of Massachusetts Bay
and Merrimack Valley
\$38,520.00

Beverly and Addison Gilbert Hospitals
\$25,000.00

Sailors' Snug Harbor of Boston
\$25,000.00

The Applied Materials Foundation
\$25,000.00

Dick and Kathy Berggren
\$10,000.00

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\$8,000.00

Norman MacFarland
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David and Linda Carlson
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AMAZING PEOPLE WORK HERE

Every day, across all our programs, knowledgeable and compassionate staff are committed to the pursuit of a common goal: To improve the lives of the people we serve. Here are just a few examples of the countless ways the Action Inc. Staff has gone the extra mile to lend a helping hand in 2021:

- Shelter staff continued to take on extra shifts to serve guests around the clock. The team worked closely to support guests despite the ongoing health risks.
- For most of 2020 our Energy Efficiency work was restricted due to COVID. In 2021, our team worked hard to ensure they could safely return to working in people's homes. Last year we returned to serving households at pre-pandemic levels, reducing housing costs, and increasing the safety and comfort for more families.
- Our facilities and administrative staff worked diligently to put protocols in place that safely returned staff to their offices. Returning to the office improved staff morale, allowed for better communications, and facilitated increased collaboration.

This is the most cohesive and caring group I have ever worked with.

- Action Inc. Employee



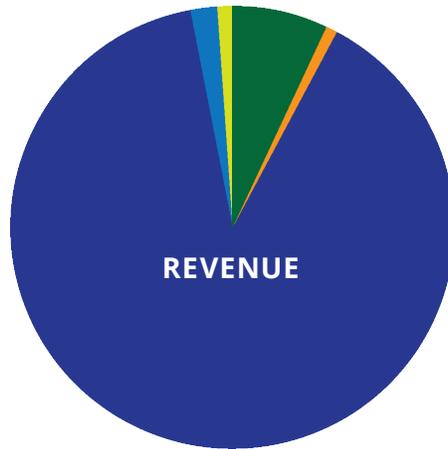
During her 38 years at Action Inc., **Rita Carvalho** has been the primary architect and manager of our award-winning statewide energy affordability programs, which currently deliver over \$100 million in energy efficiency measures to over 25,000 homes annually.

Rita helped design, build, train, and monitor the network of agencies and contractors that implement this program. Working across the state with this diverse network was a job that required intelligence, compassion, and patience. Fortunately for our clients, staff, and the network, Rita was very successful at it.

- Elliott Jacobson



Rita's passion, creativity, and direction helped establish Action Inc. as a leader in energy affordability programs for the State of Massachusetts and beyond. Rita retired in the summer of 2021 and the wisdom, dedication, and humor she brought to her work are missed by all. **From all of us here, we wish you a long and happy retirement!**



REVENUE

● Federal Contracts	\$4,391,920.00	7%
● State Contracts	\$918,998.00	1%
● Private Contracts	\$54,986,422.00	89%
● Private Grants and Donations	\$1,159,786.00	2%
● Other Revenue	\$440,787.00	1%
TOTAL	\$61,897,913.00	100%

EXPENSES

● Program Expenses	\$59,106,644.00	97%
● Administration and Other	\$1,814,150.00	3%
TOTAL	\$60,920,794.00	100%



ALTRUISM IN ACTION

Because of friends like you, Action Inc. served 4,946 individuals and families in 2021.

Your contributions helped provide safe housing, better job opportunities, and access to programs that transformed people's lives.

With your continued support, we can build a more equitable community for everyone.

Thank you for your generosity. Thank you for believing in Cape Ann.



*So many times, when people
have nowhere else
to turn, Action Inc. steps up
and has an answer.*



- Bruce E. Tarr, Massachusetts Senate Minority Leader



DONATE NOW. THANK YOU!



WAYS TO DONATE

MAKE IT MONTHLY

Donating a recurring amount each month ensures a continuous flow of support for people within our community.

DOUBLE YOUR IMPACT

Hundreds of local employers offer matching gift programs. Each year, as much as \$7 billion in matching gifts go unclaimed. Check out the database on our website to see if your employer offers a similar program.

PROVIDE FOR THE FUTURE

You can leave an indelible mark by engaging in our Planned Giving Program. By doing so, you ensure years of support for the people of Cape Ann. Contact us any time at donations@actioninc.org.

ACTION INC. LOCATIONS

MAIN OFFICE

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

ENERGY SERVICES

47 Washington Street
Gloucester, MA 01930
978-283-2131

EMERGENCY SHELTER

370 Main Street
Gloucester, MA 01930
978-283-4125

ActionInc.org

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December 21st

National Homeless Person's Memorial Day

On the winter solstice, the longest night of the year, we remember those we have lost who had experienced homelessness.

Those that left their mark on so many of us. We remember their laugh, smile, tears and the impact they had on each of us.

Since we cannot gather to remember, this year we are displaying a light for each life lost. We will be leaving them up through Christmas for friends and family to pay their respects and add a little extra light during those dark times.

We hope that it serves as a reminder they are with us still.

Gone from sight but not forgotten.

ACTION INC

ACTION INC.

180 Main Street, Gloucester, MA 01930



*The mission of Action Inc.
is to build an equitable and
resilient community
by creating opportunities
for all on Cape Ann.*

