

2018

Annual Report



ACTION INC.

ACTION INC.





Helping People. Changing Lives.

Serving residents of Gloucester, Rockport, Manchester, Essex, Ipswich, Hamilton, & Wenham, along with state-wide energy efficiency programs.

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

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

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

Client & Housing Services	Education & Training	Energy Services	Community Initiatives
			
Housing & Benefits Advocacy	COMPASS Youth Program (HiSET Preparation)	Fuel Assistance (LIHEAP)	Our Place Recovery Community
Supportive Housing (Housing First, HOPWA)	Adult Education (HiSET Preparation)	Energy Efficiency & Weatherization Programs	Back-to-School & Holiday Drives
Emergency Shelter	Nurse Aide & CDL Training Programs	Utilities Advocacy	High Risk Task Force & Community Substance Use Programming
Affordable Housing			



Elliott with staff
(c. 1979)

Dear Friends,

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

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

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

Sincerely,

Peggy Hegarty-Steck
President & Executive Director

Linda Murphy
Board Chairperson

Board of Directors

Sally Berkowitz
Fernando De Souza
Linda Giamanco
Coreen Howland
Heidi Jackson Dean
Gavin Keenan

Courtney Lane
Roger Lesch
Beverly Melvin
Linda Murphy
Jennifer Orlando
Marcy Pregent

Carole Sharoff
Elise Sinagra
Troy Sullivan
Rev. Karin Wade
Jon Wonson
Gretchen Wood

List includes current board members as of May 2019



Peggy



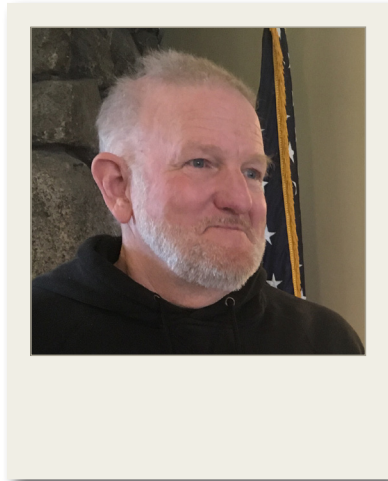
Linda M. & Linda G.



Raquel & Fernando



Coreen



Our Place responds to the behavioral health needs of the community.

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

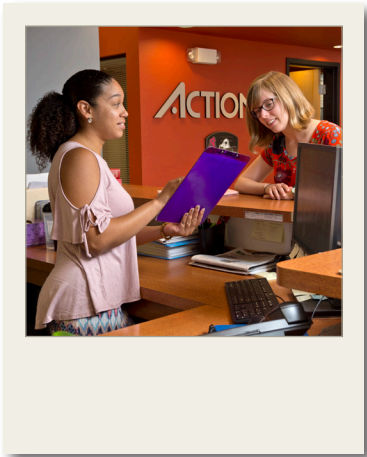
Initially established in 2016 through a collaboration with the City of Gloucester and others, the drop-in program provides participants with a safe, sober community that includes resources and support from recovery coaches and peers, healthy lunches, job coaching, social events, yoga, and art.

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

Our Place is a crucial support for individuals who are working hard to maintain sobriety

Urgent Care appointments provide immediate help for families in crisis.

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



Estimated amount our *Housing First* program saved Massachusetts tax payers last year thanks to the reduction in public services usage such as ER visits & ambulance rides:

\$ 409,500

Having a safe place to live greatly improves people's mental and physical health. HOUSING FIRST provides stable homes for 35 disabled adults who have experienced chronic homelessness.

Local businesses helping people

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



Local kids changing lives

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

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

People were touched that two teenagers cared enough to think of them, especially during the holidays. With a simple gesture, Baxter & Charlie reminded everyone that compassion is the greatest gift we can give to each other.





Homecare transitions smoothly for staff & their clients.

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

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

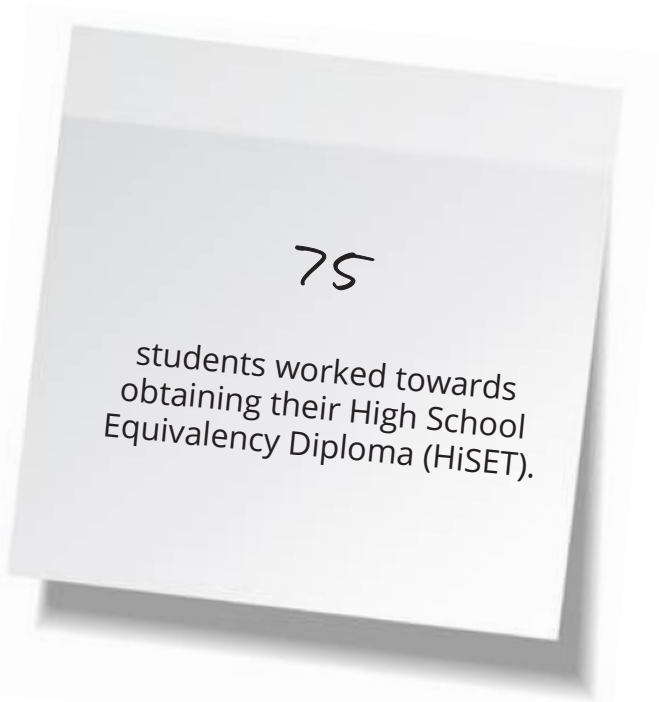
Almost all of Action Inc.'s staff and clients transitioned to ABC, allowing a consistency of employment as well as maintaining the relationships between staff and clients.

Action Inc. brought the first Meals on Wheels program to Cape Ann in 1968 and started the first homecare agency on the North Shore in 1973

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

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

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



United Way selects Action Inc. as a strategic partner.

Recognizing the quality & impact of our work, *United Way of Massachusetts Bay & Merrimack Valley* chose Action Inc. as one of its strategic partners for 2019-2021 after a competitive, region-wide selection process.

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



COMPASS Program adds more services to help students succeed.

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

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

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





Fuel Assistance helps 3,128 households on Cape Ann.

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

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

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

- Marie S.

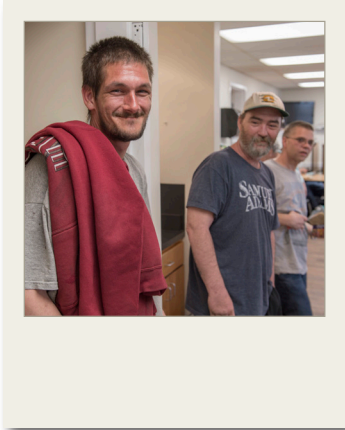
Number of local homes that were improved through our energy efficiency programs:

447

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

Partnership improves comfort & efficiency at the Shelter.

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



Improving homes



Multi-family program reduces energy burden for thousands.

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

13,272

housing units were improved this year through our Multi-family Energy Efficiency Program, helping thousands of low income families across the state.

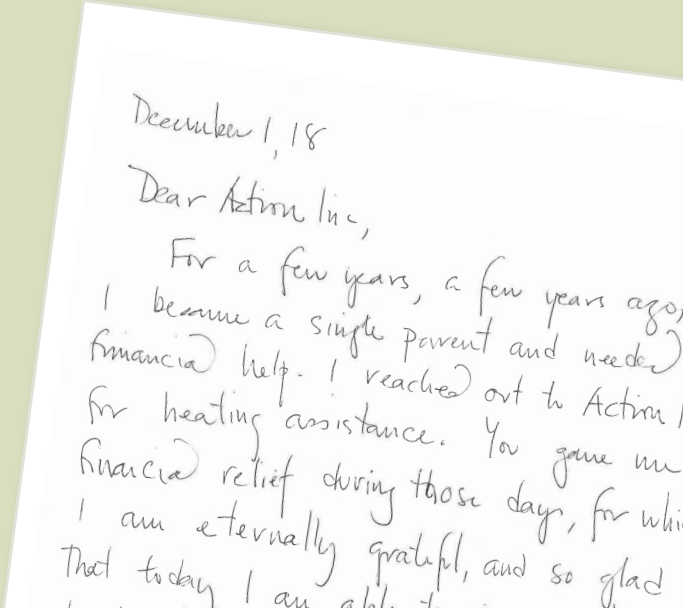
Changing lives

This thank you letter was sent with a generous donation.

Dear Action Inc.,

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

Bless you and thank you so much.



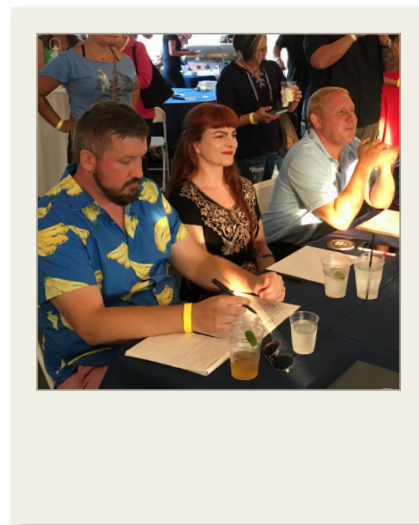


National retailer TORRID donates clothing to create a boutique shopping experience.

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

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

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



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

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



A truck full of toys at Woodman's



United Way / P&G gives much needed personal care items to the shelter



Americold donates to help people stay protected during the summer heat

Gloucester Elks donate hundreds of blankets each winter

ABC Home Healthcare Professionals
Acord Food Pantry
Action for Boston Community Development
Addison Gilbert Hospital
Amelia Peabody Charitable Fund
American Legion Post 3
Annisquam Village Church
Applied Materials
Babson-Webber-Mustard Fund
Backyard Growers
BankGloucester
Bass Rocks Golf Club
Beauport Hospitality Group
Berkshire Community Action Council
Beverly Bootstraps
Beverly Housing Authority
BNI Lighthouse
Cape Ann Chamber of Commerce
Cape Ann Interfaith Commission
Cape Ann Moose Lodge
Cape Ann Motor Inn
Cape Ann Savings Bank
Carpenter & MacNeille
Catholic Charities
Citizens Bank
Citizens for Citizens
City of Gloucester
CK Pearl
CLEARResult
Coldwell Banker
Community Action of the Franklin, Hampshire, and North Quabbin Regions
Community Action Programs of Inter-City, Inc.
Community Action, Inc.
Community Research Initiative
Community Teamwork, Inc.
Conley's Drugstore
Connected Homecare
Crackerjacks
CrossCountry Mortgage
Den-Mar Health & Rehabilitation Center
Disability Resource Center
Dolce Vita Salon
Dusky Foundation
Edward S. & Winifred G. Moseley Foundation
Element Care
Eliot Community Human Services

Emmaus
Essex County Bar Association
Essex Elementary School
Essex Housing Authority
Essex Police Department
Family Promise
Federal Emergency Management Agency
Fenway Health/AIDS Action Committee
First Congregational Church of Rockport
First Ipswich Bank
Food and Fuel Fund
Gloucester Department of Public Health
Gloucester District Court
Gloucester Family Health Center/
North Shore Community Health
Gloucester Fire Department

Partners & Public Funders

Gloucester Healthcare
Gloucester High Risk Task Force
Gloucester High School
Gloucester Housing Authority
Gloucester Police Department
Gloucester Rotary Club
Gloucester Stage Company
Good Friday Walk
Gorton's of Gloucester
Grace Center
Greater Lawrence Community Action Council
Greater Lawrence Family Health Center
Greater Lynn Senior Services
Healthy Gloucester Collaborative
Highwave Hair Design
Holy Family Parish
Housing Assistance Corporation
Institution for Savings
Invest in People
Ipswich Aware
Ipswich Caring
Ipswich Housing Authority
Ipswich Refugee Program
Ipswich Utilities
JIMARY Land Trust, LLC

JRI/ChildServices
Lahey Health Behavioral Services
Learn to Cope
LifeBloom Spa
Low-Income Energy Affordability Network
Lynn Community Health Center
Lynn Economic Opportunity
Lynn Housing Authority
Lynn Shelter Association
MA Clean Energy Center
MA Department of Elementary & Secondary Education
MA Department of Energy & Environmental Affairs
MA Department of Housing & Community Development
MA Department of Mental Health

180

nation-wide partners including government agencies, schools, businesses, & local non-profits, make us a stronger organization than we would be alone!

MA Department of Transitional Assistance
MA Department of Veterans' Services
MA Energy Director's Association
Manchester Housing Authority
Massachusetts Coalition for the Homeless
Massachusetts Housing & Shelter Alliance

Massachusetts Law Reform Institute
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 & Seafood
National Grid
Needy Meds
New England Biolabs
New England Center & Home for Veterans
New England ISO
Nor'East Cleaners
North Shore Career Center
North Shore Community Action Programs
North Shore Community College
North Shore Community Development Coalition
North Shore Community Health Network
North Shore Continuum of Care Homeless Services Consortium
North Shore Health Project
North Shore Housing Action Group
North Shore Workforce Investment Board
Northeast Legal Aid
Open Door Food Pantry
Orlando & Associates
Pathways for Children
Quincy Community Action Programs
RISE Engineering
Riverdale Methodist Church
Rockport Community PreservationCommittee

Rockport Council on Aging
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 & Gardens
Seacoast Nursing and Rehabilitation
Self Help, Inc.
SeniorCare
Shaw Fund for Mariner's Children
South Bay Community Services
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
The Caleb Group
The Farm Bar & Grille
Tides Foundation
TOHP Burnham Library
Town of Essex
Town of Manchester
Town of Rockport
Tuck's Candy
United Way of Massachusetts Bay & Merrimack Valley
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 of the North Shore



Rick, Ann Margaret, & Dru at our 2018 Annual Meeting



Cape Ann Chamber of Commerce



Lara from Backyard Growers & Melissa from Wellspring

Staff



Jill & Cheryl



The Shelter Team



Calvin & Cris

When our staff was recently asked to complete anonymous surveys about their employment,

100%

of employees agreed they feel proud to work for Action Inc. !

Energy Services

Elliott Jacobson
*Vice President,
Energy Services*

Brian Beote
*Director of Energy
Efficiency Operations*

Marie Sanviti
*Director of Energy Advocacy
& Benefits Programs*

Maria Arias
Linda Brayton
Rita Carvalho
Calvin Cook
Jonathan Daley
Brendan Delaney
David Dow
Joe Hachey
Abdelmounaim Hamim
Colin Heneghan
Jamin Jones
Lynne Kugel
Jacquelyn Lovasco
Barry Moir
Matthew Murrin
Kevin Neylon
Jean Pomeroy
Serafina Russell
Cindy Schimanski
Jennifer Schmorrow
Cristine Sears
Louis Silveira
Joe Standley

Education & Training

Nikki Marin
*Director of Education
& Training*

Michele Ameno
Jill Bonaiuto
Leah Brundige
Eleanor Genest
Myk Hayes
Stephanie Jackson
Johanna McEvoy
Jennifer Sinclair
Carolina Sosa Tavares
Karli Washington

Client & Housing Services

Jennifer Beloff
*Director of Client
& Housing Services*

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

Administration

Peggy Hegarty-Steck
President & Executive Director

Maggie Howard
Deputy Director

Ken Kudym
Chief Financial Officer

Joe McEvoy
*Director of Planning
& Development*

Geraldine Coughlin
Richard Gurry
Jeremy Heussi
Allison Lex
Megan Merlin
Heidi Paskavitz-Weller
Shayna Trupiano

ACTION INC.

2018
Snapshot

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



185

Veterans/
Active Military



223

Adults Experiencing
Homelessness



600

Single Moms



994

Seniors (65+)



1,451

Children



\$40/day

cost per person for a
bed and 2 hot meals
at our shelter



2,233

households served have
income below 200% of the
federal poverty level*

* below \$24,280/year for a
1-person household



33,000

meals were provided
for people in our
community



15,000,000

pounds of CO₂
was saved by our
energy programs

2018 Vision Statement

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

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

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

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

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

Private Donors & Funders

<div>\$309,687</div> <div>Arnold W Knauth II Charitable Fund</div>
<div>\$75,000</div> <div>Tides Foundation</div>
<div>\$48,500</div> <div>Sailors' Snug Harbor of Boston</div>
<div>\$40,000</div> <div>The Dusky Foundation</div>
<div>\$ 20,000+</div> <div>Amelia Peabody Foundation Gilbert H. Hood Family Fund North Shore Community Health Network Richard and Anne Rosenfeld</div>
<div>\$ 10,000+</div> <div>The Applied Materials Foundation Beverly and Addison Gilbert Hospitals/Lahey Health System</div>
<div>\$ 5,000+</div> <div>Anthony Artuso Brace Cove Foundation Joseph Brooks First Ipswich Bank Lyon-Waugh Auto Group McCarthy Family Foundation The Peter and Elizabeth C. Tower Foundation Andrew Preas & Miriam Silva Preas Karina & Gary Roark Tarrant Cutler Family Charitable Fund United Way Of Massachusetts Bay & Merrimack Valley</div>
<div>\$ 1,000+</div> <div>A & M Contracting Inc. AD Sales Apple Lane Foundation Bank Gloucester Geoffrey Bayliss David & Linda Carlson Emerson Swan Emmanuel Church</div>

<div>\$ 1,000+ (...continued)</div> <div>Diane Faissler Fluid Industrial Associates, Inc. G & G Mechanical GEM Mechanical Services, LLC Gloucester Pride Stride Committee JIMARY LLC Kanter Kallman Foundation Stephen Kaloyanides Max Kagan Family Foundation Mr. & Mrs. L. Dexter Woodman Scholarship Fund David Murphy Dan Murray Paula Newcomb Paradigm Partners The Rotary Club Of Gloucester Nicholas and Martha Safford</div>
<div>\$ 500+</div> <div>Edward & Mary Anderson Michael & Kelly Arsenian BankGloucester Breen & Sullivan Mechanical Services Carroll K. Steele Insurance Agency Patrick Casey Chester & Ellen Clark Element Care First Congregational Church of Rockport Gilbert Fund For Indigent Persons Garth & Lindsay Greimann Laura Harrington K.J. Miller Mechanical, Inc. Sandra Kahn Mary Ann Kiely Joseph Kittredge David & Margaret Leeco Persis & David Levy Lifebridge/Grace Center Nancy Shorter and David Manley William Newhall & Robert McCrae Sarah Mellish Renee & Bill Metterville Thomas & Diane Mulkern Rockport Police Association James & Barbara Siergiewicz Mark E. Sullivan Joshua & Natasha Taylor Town of Essex Wales Family Fund</div>

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

<div>\$ 100+</div> <div>ABC Home Healthcare Professional Ascension Memorial Church Catherine Allard Judy Walcott & Peter Anastas John Toby Arsenian Stanton Barrett Jean Barry Geraldine Beck Jennifer Beloff John & Cynthia Bjorlie Elizabeth Bosselman Jay & Kathleen Bothwick Giuseppe & Audrey Brancaleone Janice Brand Bethany Fritzsche & Peter Herbert Brau GerryAnne Brown David & Jill Buchanan William & Geraldine Butman John & Mollie Byrnes Cape Ann Motor Inn CB Fisk, Inc. Organ Builders Philip Chalmers Kathryn Chamberlain Citizens Bank James Clark Bruce & Michele Coates Kenneth Collins Robin Comer Edward Conley James & Norma Cooney Liz Serpa & Roger Corbin William & Louise Cornetta Terry & Anne Cowman Monica Lawton & Raymond Crane Robert & Jean Cunningham Patricia D'Alelio Daniel Dennis & Company Jean Davis Christine Day Melissa Dimond Charlotte Dodge Nana Dunn Barbara Burke Dyer & William Dyer Elite Autosports Janet Grover & Dahmen Emerson Adele Q. Ervin Ellen Flatley Howard Frisch Hilary Frye Thomas Furth Gretchen Gasser-Ellis Lucile Gatchell Christopher Gaudet Bonnie Sylvester & Jonas Gavelis Lauren Gawlik GHS Interact Club Jennifer Gillis</div>	<div></div> <div>Bob Gillis Valerie Gilman Ronald & Donna Glidden Dale Brown & Curtis Gollrad Matthew Good Susan Rheaume & Scott Gorke Susan Gould Coviello Joyce Griffin Abbie Lundberg & Anthony Gross Bonnie Gunn Susan Halpern Grace Hanrahan Peggy Hegarty-Steck William Hellmuth Toby Ann Higgins Margaret Howard Elliott & Mary Jacobson Mary Ann Johnson Lee & Sheila Kafer Carin Kale Albert Kalustian Denis & Melanie Keenan Gavin & Josephine Keenan Maria Benotti & Peter Kellerman Susan King Wayne Kleimola Jim & Victoria Knowlton Peter & Karen Koch-Weser Kenneth Landy Heidi Lane Henry & Frances Lapham Ann Leamon Gary & Stephanie Leduc Paul & Mary Lee Roger Lesch Lucy Littlefield Timothy Logue Serena Low James & Laura Lowell Marianne Lufkin G. Fred & M. Celene Lyon Donald & Louise Maier Judy Manchester John & Christine Maney Noel Mann Kathleen Marks Francis Masse John McCarthy Paul & Catherine McGeary Judy Metcalfe Middlesex Recovery Fern Miller Hal & Susan Mindel John Miniter Laila Goodman & Barry Moir Joseph Molnar Carl & Shirley Moores</div>	<div></div> <div>Clayton A. Morin Edward & Linda Murphy Joseph & Lois Muzio Charles & Stella Nahatis Malcolm Noriega Gregg & Christine Norris Margaret O'Malley Gerald & Arlene O'Neil Ocean Crest Seafoods Robert & Frances Osten Thomas & Elizabeth Parsons Pathways for Children Laurent Perreault Amy Gault & Steven Phillips Ronald Pierre-Louis Brian & Patricia Pike Ruth Pino Geoffrey J. Pope Derek & Marcy Pregent Raymond Quill Noreen Rackauskas Christine Reif Ken Riehl Tim & Marilyn Riley Nancy & Martin Robb Andrew Rosenberg Melvin & Martha Rosenblatt Norman Seppala Joel & Bonnie Shelkrot Manny & Dorothy Sieradzki Alcindo Silva Laura Simon Robert & Nancy Smith Caroline Spang Newton & Judith Spurr Michael Stelluto Dawn Stewart Steven Law & William Stroud Janet Sutton Claire Tomilson David & Helen Tory Scott Trenti Meredith Turcotte Tod & Patricia Turner Robert & Jan Tyler-Nelson Peter Van Demark Anne Hadley & Thomas Vawter Kevin Vieira Jack Vondras Charles & Louise Vose Amnon & Ann Wachman Rev. Karin Wade John Waz Michael Wheeler Elizabeth Maloy Whiteway C. Fredric & Judith Young Scott & Julie Young</div>
---	---	---

\$ 50+

Maryanne Akwyth
Michele Ameno
Susan Lehr & Jean Appeltofft
Amy Ballin
Peter & Catherine Bartholomew
Gerard & Patrisha Beauchamp
Christine Bobek
John Bond
Dana & Sherry Borge
Len & Maryanne Boucher
Paul & Marie Boucher
R. Billings Bramhall
Karen Budrow
Rodney & Phillip Burgess
Cape Ann Chamber of Commerce
Cape Ann Lanes
Crystal Contrino
Damon Cummings
Paul & Josephine Currie
Seth & Joan Cutter
Eugene & Anne D'Angelo
Margaret Doherty
Paul Douglas
Sarah Dunlap
Deborah Eason
Laurel Eisenhauer
Tamsen Harding-Endicott & Dominic Endicott
Deborah Bishop & Paul Evans
Kevin Connolly & Family
William Febiger
Erika Ferri
Bob & Janet Foote
Erin George
Mark Lex & Cindy Gerstl

James Gillooly
Kelley Barbara & Neil Glickstein
Gloucester Marina Inc.
Gloucester Stage Company
Lee Marshall & Paul Goldberg
Thomas & Sheila Golden-Baker
Deborah Gonzales
Peter & Janice Goodwin
Donald & Janet Greenwood
Nancy Goodman & James Gutstadt
Roy Hall
Daniel Halston
Susan Hawes
Marie Hultin
Esther Joyce
Mort & Bailey Kaplan
David Kelleher
Kimball Mechanical Services
Timothy & Sandra Kirby
Sharon Kishida
Gloria Landy
Courtney Lane
Lynn Lane
Suzanne Lapine
Lysa Leland
Lynn & James Lenhart
abby libro
Herman & Ann Lilja
Peter & Kim LoGrasso
Keith & Lisa Lunnen
Donald Manzoli
James & Karen Maslow
Cheryl Mazer
Joe & Johanna McEvoy

Ann Mears
Robert & Astrida Milgate
Brian & Lauri Miller
William Minigan
Sarah Mowitt
James Muldowney
Philip Murphy
Philip Murray
Scott & Alice Newell
David & Christine Nugent
William & Martha O'Dell
Dennis & Cynthia Quinn
Sara Ratichek
Margaret Robinson
Martin & Margaret Ross
Cindy Schimanski
Ambrose & Valerie Scola
Elise Sinagra
David & Patricia Slade
Jay & Georgia Smith
Thomas & Nancy Smith
Susan Thorne
David Tower
Keith & Janet Trefry
Mary Louise Giuliano & Yuri Tuvim
Maria Valenti
Stephen & Joanne Ventola
Conrad Vitale
Sylvia Vriesendorp
Pauline Wicky
Victoria Williams
June & Jim Wulff

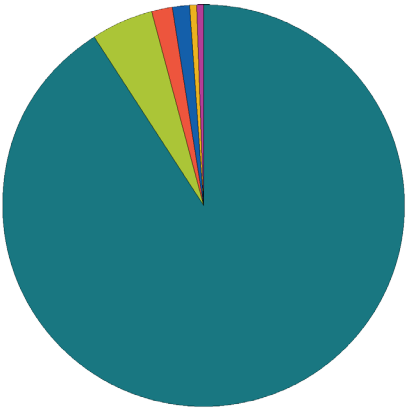
Action Inc. receives largest gift

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



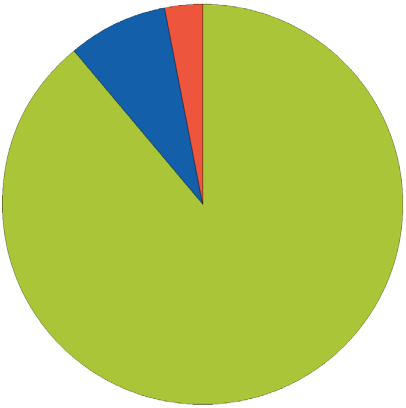
Fiscal Year 2018

October 1, 2017 - September 30, 2018



Revenue \$ 65,912,489

- 91% Private Contracts
- 5% Federal Contracts
- 1.5% State Contracts
- 1.5% Grants & Donations
- .5% Other Income
- .5% Community Services Block Grant (CSBG)



Expenses \$ 63,502,443

- 89% Direct Care Payments
- 8% Personnel
- 3% Non-Personnel

- Almost all of Action Inc.’s private contract revenue comes from energy services contracts the agency manages across a large portion of the state. Almost all of these funds are “pass through” funds that we pass on to contractors or clients to complete work or provide direct benefits.
- Community Services Block Grant (CSBG) is the federal anti-poverty funding that designates Action Inc. as the Community Action Agency for Gloucester, Rockport, Manchester-by-the-Sea, Essex, and Ipswich.
- While CSBG funds make up only a small portion of our budget, we are able to leverage this flexible funding to attract millions of dollars from other sources to support for our programming.
- Action Inc.’s administrative costs makes up only around 2% of our overall budget.

Cape Ann's Community Action Agency since 1965

ACTION INC.

Helping People. Changing Lives.

www.actioninc.org



Main Office

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



Emergency Shelter

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



Energy Services

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

NON PROFIT ORG
U.S. POSTAGE
PAID
GATEHOUSE
MEDIA