Message from Mark Green, Executive Director

What a great year! Faced with continuing cuts in funding, the Board and employees of WHCA have risen to the challenge of providing more and better programs to the citizens of Hancock and Washington counties. The leadership of the Agency remains strong. Marianne Moore of Calais served as Board President this year and did a fabulous job of working with the Board and staff to update the work plan which will serve as our blueprint for the year. Unfortunately Marianne “termed out” in December of 2013 after serving nine years on the WHCA Board. We will miss her but appreciate very much her dedication to and hard work for the agency.

We also successfully made the transition to the new transportation brokerage system, something I was very concerned about. I still don’t believe that this new system serves MaineCare members nearly as well as the system that was previously in place, but that was the decision of State and Federal policy makers and our job is to do the very best we can with the programs they give us to operate. Hopefully, over time we can work with the State, brokers, and other providers to improve the program.

Another exciting development this year has been the partnerships we have established with other social service providers. Friends in Action is sharing offices with us in Ellsworth and Down East AIDS Network is doing the same in Machias. This has led to collaborations between our agencies that otherwise may not have happened. We have also established a unique relationship with Sunrise County Economic Council (SCEC). SCEC now oversees the Incubator Without Walls Program in Washington County. We are hoping that their ties with the business community will lead to the expansion of this great program for entrepreneurs.

In closing I would like to thank the Board of Directors, the employees, our donors, volunteers, our partners, and the people whom we serve for their continued support. I anticipate a challenging but successful future for WHCA and the people we serve!

WHCA’s Board of Directors FY 2013:

Barbara Arter  Norma Harrop  Craig Schoppe
Martha Beathem  Michael Hennessey  Bernhard Sund
Barbara Clark  Janice Howard  Joan Weber
Betsy Fitzgerald, Vice Pres.  Amanda Look, Treas.  Ellen Willingham, Sec.
Brent Hartford  Marianne Moore, Pres.  Vanessa Young
David Sanderson

This annual report was produced with the support of a Community Services Block Grant and the Maine Department of Human Services. Written and designed by Sarah Nugent, Resource Developer. Photos were taken by Sarah Nugent, Anne Ossanna, and others.
2013 Accomplishments: helping our community meet basic needs

Transportation
- 133,132 total trips
- 3,242 passengers
- 1,312,915.13 volunteer driver miles

Housing
- 40 homes weatherized
- 32 homes repaired

Energy
- 64 new/repaired heating systems
- 4,547 households received heating fuel assistance
- 3637 homes received reduced electricity rates

Food
- 95 tons of food delivered to local pantries

Clothing
- 833 units of warm winter clothing were provided to individuals

Business and Financial
- 19 micro-entrepreneurs completed a 15 session Incubator Without Walls business training course
- 373 people assisted through our free tax preparation service

Friendship Cottage Adult Day Service
- 25 participants
- 289 hours of caregiver support
- 42,000 miles traveled

At Home Downeast Aging in Place
- 58 members supported by 72 volunteers
- 2,614 services provided, including 258 nurse visits
- 24,250 volunteer miles traveled
Offering a Helping Hand

Richard “Dickey” Bunker of Franklin is a 68 year old man who never stops moving. His wife Norma says he is always working on something, that he can’t sit still. Dickey is an avid bowler who bowled in leagues and local tournaments for years. As a truck driver, he has worked hard all his life and takes pride in the fact that he provided for his family. He didn’t just provide for himself and his family, he paid attention to the world around him. If he saw someone in need of a little help he provided that help as well. It was not unusual for him to pick up the tab for a neighbor at the Franklin Trading Post.

Everything changed when he was diagnosed with lung cancer in the spring of 2013. Unable to work, Dickey’s income was reduced drastically. It wasn’t long before he and Norma were unable to put food on the table and without fuel to heat their home, but they didn’t feel right asking for assistance. Dickey said “I don’t want to be a burden to anyone.” Eventually the day came when instead of getting a radiation treatment, he found himself at WHCA with no money and no gas to get to Brewer. There he met Family Assistance Advocate Susan Farley. Susan was able to provide emergency food and vouchers to help pay for gas. Various WHCA and community emergency funds provided heating oil, food, and other necessities. “It was so hard to ask,” Norma says “but I am so glad we did.” By the end of the summer, Dickey had a clean bill of health and things were looking up.

Then in late 2013 doctors discovered Dickey had a brain tumor requiring major surgery. He says facing the surgery was difficult, but that knowing he could rely on WHCA made it easier for him.

Dickey and Norma had to learn to make changes in how they live at the same time they had to adjust to changes in his ability to do all the things he loves. And while Dickey grows stronger each day, both he and Norma know that the changes are permanent.

He says now that the staff at WHCA made it easier to cope with all of these changes as they helped guide him to resources, that he doesn’t know what he and Norma would have done without them. On a recent visit to WHCA, Dickey asked if he could volunteer for WHCA to help repay all he has been given and make sure that others who need help have it. He also challenged staff to a game of bowling as soon as his legs get strong enough. With his determination and good heart, we know that day won’t be very far off.
We want to thank our generous donors for their support in 2013

Affiliated Healthcare Systems
Anonymous
Paul J Andrade
Katherine Bailey
Jane and Nathaniel Ball, III
Bar Harbor Bank and Trust Company
Marie and Jeff Barratt
Annette and Charles Bassett
Michelle Beal
Frederick and Linda Beck
Michael and Elaine Belinsky
Belvedere General Charitable Grantmaking Fund of the Maine Community Foundation
The Benenson Family
Ellen and Douglas Benjamin
Mr. and Mrs. David P. Bicks
Marc Blanchette
Rev. and Mrs. George C. Bland, Jr.
Catherine Bloom
Frances Bos
The Boston Foundation
Virginia and Standish Bourne
Bob and Bonny Brown
Rita and Loren Brown
Priscilla C. Budroe
Esther and Alfred Bushway
Gerald W. Bryan
Lindsey and Andrew Cadot
Calais Curves Employees
Camden National Bank
Dianne and Bobby Capen
Dr. Phil Caper
Judy and Bob Capritti
Ann Carter
Katherine Cassidy
Church of the Redeemer
Center Street Church
Llewellyn Clark
Sarah and M. Harrison Clark, Jr.
Clements Family Charitable Trust
Stephen Colhoun
Jan Collins and Irving Faunce
Donald and Brenda Condon
Barbara K. Cooper
Katherine Crawford
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Melanie and Eliot Cutler
Patricia and Jeffrey Clark
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Shirley and John Danielson
Peter Davis
Ruth and Joel Davis
Dead River Company
James Dearborn
Robert Dick
Kathryn and Bruce Dunbar
Amy Dunn and Sarah Nugent
Carolyn and Julius Drenzek
Dwight Eaton
Karla Edney
Pamela and George Elias
Ellsworth City Hall employees
Ellsworth Police Department
Alex Emerson and Family
Sam and Linda Emerson
Dianne and Benjamin Emory
Jeanne and John Eysenbach
Anne and Anthony Ferrara
John Fitzgerald
Douglas and Mary Fitzsimmons
Mr. and Mrs. William M.G. Fletcher
Todd R. Fonner
Hugh Fortmiller
Pam and Darrell Fowler
Valerie Fox
Robert M. Friedlander, MD
Anne and Roland Fuentes
The Gap, Inc
Aaron E. Gast
2013 donors, continued

John and Leona Gray
Barbara Griffiths and David Schoonover
Christine M. Guy
Julia Hagle and James Kadin
Hale and Hamlin
Jane and David Hall
Hancock County Sheriff’s Department
Karen and Edward Hart
Bente Hartmann
Mrs. Francis W. Hatch, Jr.
Peggy and Jon Hawkins
Marilyn Heineman
Help Keep ME Warm
Kathleen and Paul Herman
Michael Hewes and Company
Mary Houseman
Mary and Rich Howe
Joseph Huber
Mary Ellen Hunt
Donna Jancewicz and Family
Mark and Ruth Joffe and Family
Harry and Berna Kaiserian
Wendy and David Knickerbocker
Knights of Columbus, Phillip H Sheridan Council 1036
Marcia and Theron Kropp
Barbara Larson
James and Lisa Lawsing
Meredith and Donald Lewis
Lois and Larry Libby
Linda and Stephen Lindsay
Lois Lock
Sue Loomis
Susan and Christopher Lynch
William H. MacArthur
Lynda and Gordon MacArthur
Suzanne and John MacDonald
Machias Savings Bank
Maine Blackfly Breeders Association
Philip, Margaret, and Margaret Ellen Martin
Marcia and Thomas Mason
Sylvia Maszala
Ann and Cliff Matthews
Carolyn and David Mathiasen
Lyn and Paul Mayewski
Richard and Kenneth McLaughlin
Dorothy and James McMahan
Abbie and Mike McMillen
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Mary and Donald Millett
David A. Modesett
Carol and Tim Montagano
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Moose Lodge
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Drs. Lawrence and Danielle Mutty
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Dorothy H. Noble
Susanne and Rob Noessel
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Diane Painchaud
Jane and Wallace Palmer
Julia and Brooke Parish
Sandy Phoenix and Dr. Phil Elkin
Physicians Services
Dr. and Mrs. Donald S. Pierce
Kathleen Podraza and Joe Perkins
Joanne and Harry Quayle
June and Robert Rand
John M. Raymond, Jr.
Rusty and John Roberts
Linda and Stephen Russ
St. Andrew Lutheran Church
St. Brendan the Navigator Episcopal Church
St. Dunstan’s Episcopal Church
St. Francis by the Sea Episcopal Church
Nancy and WG Sayre
We make every effort to acknowledge and thank our generous donors. If you made a donation between October 1, 2012 and September 30, 2013, and your name is not here, please accept our sincere apology, and do give us a call to let us know. You can reach Joe Perkins, Director of Development at 207-610-5910 or at jperkins@wheacap.org.

Thank you so much for your contribution. You make the work we do possible.
Washington Hancock Community Agency
Statement of Financial Position
September 30

<table>
<thead>
<tr>
<th></th>
<th>2013</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current assets:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unrestricted cash</td>
<td>-$25,658</td>
<td>$131,295</td>
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<tr>
<td>Accounts receivable (net of allowance) (note 12)</td>
<td>697,696</td>
<td>828,832</td>
</tr>
<tr>
<td>Inventory (note 1C)</td>
<td>42,526</td>
<td>54,142</td>
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<tr>
<td>Work in process (note 1D)</td>
<td>13,281</td>
<td>0</td>
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<tr>
<td>Prepaid items (note 1E)</td>
<td>36,374</td>
<td>50,041</td>
</tr>
<tr>
<td>Short term investments</td>
<td>55,464</td>
<td>127,817</td>
</tr>
<tr>
<td><strong>Total current assets</strong></td>
<td><strong>819,683</strong></td>
<td><strong>1,192,127</strong></td>
</tr>
<tr>
<td>Land</td>
<td>180,699</td>
<td>180,699</td>
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<tr>
<td>Building &amp; improvements</td>
<td>2,519,859</td>
<td>2,503,601</td>
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<tr>
<td>Furniture &amp; equipment</td>
<td>589,772</td>
<td>573,342</td>
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<tr>
<td>Vehicles</td>
<td>385,747</td>
<td>347,700</td>
</tr>
<tr>
<td><strong>Total net fixed assets</strong></td>
<td><strong>3,676,077</strong></td>
<td><strong>3,605,342</strong></td>
</tr>
<tr>
<td>Fixed assets (note 1F):</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Less - accumulated depreciation</td>
<td>-1,652,927</td>
<td>-1,646,073</td>
</tr>
<tr>
<td><strong>Total net fixed assets</strong></td>
<td><strong>2,023,150</strong></td>
<td><strong>1,959,269</strong></td>
</tr>
<tr>
<td>Other assets:</td>
<td></td>
<td></td>
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<tr>
<td>Restricted cash</td>
<td>280,934</td>
<td>235,126</td>
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<tr>
<td>Long term investments (ESO Endowment Fund) (note 15)</td>
<td>1,088,084</td>
<td>1,037,873</td>
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<tr>
<td>Investment in LLC (note 10)</td>
<td>0</td>
<td>4,802</td>
</tr>
<tr>
<td>Notes receivable (net of allowance) (note 1G)</td>
<td>1,667,893</td>
<td>1,662,993</td>
</tr>
<tr>
<td>Developed land for sale (note 1H)</td>
<td>5,000</td>
<td>5,000</td>
</tr>
<tr>
<td>Purchased property not yet developed (note 1I)</td>
<td>267,689</td>
<td>250,172</td>
</tr>
<tr>
<td>Current year indirect (over) under recovery (note 1J)</td>
<td>145,318</td>
<td>76,693</td>
</tr>
<tr>
<td>Prior year indirect (over) under recovery (note 1J)</td>
<td>76,693</td>
<td>192,600</td>
</tr>
<tr>
<td><strong>Total assets</strong></td>
<td><strong>6,374,444</strong></td>
<td><strong>6,616,655</strong></td>
</tr>
</tbody>
</table>

For notes and additional information, contact our Finance Division at 664-2424.
Our Mission:

WHCA brings community resources together to help people in Washington and Hancock counties achieve self-sufficiency and a better quality of life.
We are proud to work with these partner organizations, businesses, and individuals as we strive to accomplish our mission.

AARP  
Alzheimer’s Association (Maine Chapter)  
Bangor Hydro-Electric Co.  
Bangor Savings Bank  
Bank of America  
Bar Harbor Trust Services  
Barnstormer Design  
Barresi Benefits Group  
Belvedere Fund  
Beth Wright Cancer  
Blue Hill Farmers Market  
Blue Hill Memorial Hospital  
Broad Reach  
Brooklin Community Housing  
Crystal Consalvi  
Calais Chamber of Commerce  
Calais Food Pantry  
Calais Rotary  
Camden National Bank  
Caring Hands Dental Clinic  
Central Maine Power Co.  
Centre St. Congregational Church  
CF Adams Charitable Trust  
Child and Family Opportunities  
Coastal Enterprises, Incorporated  
Cobscook Bay Resource Center  
Community Caring Collaborative  
Community Health & Counseling  
Community Transportation Assoc.  
Deb Burwell  
Down East Aids Network  
Down East Community Hospital  
Down East Health Services  
Down East Partners for Children and Families  
Downeast Maine Public Health District  
Downeast Media Outlets  
Eastern Area Agency on Aging  
Eastern Maine CA$H Coalition  
Eastern Maine Development Corp.  
Eastern Maine Electric Co.  
Eastern Maine Home Care  
Eastport Health Center  
Efficiency Maine  
Ellsworth Area Chamber of Commerce  
Ellsworth Farmers’ Market  
Emmaus Homeless Shelter  
Everybody Eats  
FairPoint Communications  
Family First  
Farm Credit/Northeast AgEnhancement  
Farmers’ Market Coalition  
Federal Transit Administration  
Finance Authority of Maine  
Four Directions  
Friends in Action  
Group Dynamics  
H.O.M.E.  
Hancock County Home Care and Hospice  
Hancock County Transition Team  
Harrington Health Center  
Healthy Peninsula  
Henry Schein Foundation  
Hospice Volunteers of Hancock County  
Indian Township  
Indian Township Health Center  
Island Community Center  
Legal Services for the Elderly  
Machias Bay Area Chamber of Commerce  
Machias Career Center
<table>
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<tr>
<th>Partners, continued</th>
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<tbody>
<tr>
<td>Machias Farmers' Market</td>
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<tr>
<td>Machias Savings Bank</td>
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<tr>
<td>Maine Coast Memorial Hospital</td>
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<tr>
<td>Maine Community Foundation</td>
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<tr>
<td>Maine Department of Agriculture</td>
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<tr>
<td>Maine Department of Health and Human Services</td>
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<tr>
<td>Maine Department of Health and Human Services Office of Elder Services</td>
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<td>Maine Department of Labor-Career Center</td>
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<td>Maine Department of Transportation</td>
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<td>Maine Farm Bureau</td>
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<tr>
<td>Maine Farm Bureau</td>
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<tr>
<td>Maine Federation of Farmers Markets</td>
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<td>Maine Rural Partners</td>
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<td>Maine Sea Coast Mission</td>
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<td>Maine State Housing Authority</td>
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<td>Maine State Police</td>
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<tr>
<td>Maine Transit Association</td>
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<tr>
<td>Maine Wellness Association</td>
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<tr>
<td>MCI</td>
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<tr>
<td>Milbridge Farmers Market</td>
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<tr>
<td>MOFGA</td>
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<tr>
<td>Monique Bouchard Design</td>
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<tr>
<td>National ABLE Network</td>
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<tr>
<td>National Worksite Benefits Group</td>
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<tr>
<td>Neighbors Helping Neighbors</td>
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<tr>
<td>New York University College of Dentistry</td>
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<tr>
<td>Northeast Delta Dental</td>
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<td>Northern Maine Development Corporation</td>
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<tr>
<td>Partners for a Hunger Free York County</td>
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<td>Passages</td>
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<td>Penquis</td>
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<tr>
<td>Pleasant Point Indian Reservation</td>
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<tr>
<td>Public Utilities Commission</td>
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<tr>
<td>Regional Medical Center of Lubec</td>
</tr>
</tbody>
</table>
In 2012, Charlotte native and Army veteran Dan McDonald graduated from the University of Maine at Machias with a bachelor’s degree in business administration. He had a part time job as a service consultant at a local car dealership, and started a new business — Ever-Green Auto Glass Door and Window. It was a busy year for this divorced father of two.

Not long after he started the business, Dan joined the Incubator Without Walls class in Calais. Although he had a degree in business, he was looking for hands-on, practical information that he could put to immediate use. He found it in the IWW class. “IWW is a far more practical experience. The things I learned I was able to put into practice immediately helping me to make better management decisions leading to growth and expansion,” Dan says.

Dan completed the IWW program in 2013, and in May, business was good enough that he was able to leave his part time job at the dealership to work fulltime at Ever-Green.

By the end of that year, the partnership had dissolved and Dan was able to restructure the company as an LLC. He expanded into the commercial market and is a certified Industry Installation Master. Current clients include the City of Calais, Woodland Pulp, and the local school system. Ever-Green will qualify to bid on Government contracts in 2015, with preference because of Dan’s Veteran status.

All of this work makes a difference. Ever-Green projected sales for 2014 show a 65% increase over the 2013 levels.

Dan has gone from employing himself part time to providing a full-time job for himself and one other employee. In addition, he is working with the CareerCenter in Calais to hire two more part time employees.

Dan credits at least some of his growth to the things he learned in the Incubator Without Walls class. Dan says “I would recommend the IWW program to anyone wishing to explore the possibility of becoming a small business owner.”

---

**Ever-Green Auto Glass Door and Window**

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We rely on the dedicated volunteers who help guide our programs through their work on our various advisory, steering, and loan committees.

**Economic Development Match Loan Committee**
Amanda Look  
Chris Young

**Helping Hands Garage Loan Committee**
Martha Beathem

**Microenterprise Loan Committee**
Barbara Arter  
Ed Bigney  
Coleen Copelin  
Bonnie Foss  
Susan Hart

**Advisory Committee for Friendship Cottage**
Barbara Clark  
John Gray  
Dr. Marshall Smith  
Joe Stockbridge  
Del Thomas  
Jim Vickers  
Joan Weber  
Gerry Bryan, Emeritus

**At Home Downeast Steering Committee**
Eric Chase  
Irving Faunce  
Maureen Giffin  
Barbara Griffiths  
Judy Herrick  
Joan McCracken  
Ann Miller  
Mike Morrison  
Susanne Noessel  
Marge Olivari  
Janet Simpson  
Deb Turner

**At Home Downeast Tennis Committee**
Jeff Ackerman  
Bob Christy  
Verge Forbes

**Helping Hands Garage Advisory Board**
Martha Beathem  
Ellen Farnsworth  
Amanda Look  
Pat McCarthy

Thank you to these volunteers, and all of you who support our work and programs throughout the year.
Board members Joan Weber (left) and Craig Schoppe were recognized for their perfect attendance at board meetings in FY 2013.

Marianne Moore presents the Ethel Schwalbe Award for Exceptional Board Service to Mike Hennessey.

Alex Emerson is pictured here with some of the monkeys made by his grandmother which he sold to benefit The Heating and Warmth Fund during the summer of 2013. Alex also donated the proceeds of his newsletter sales to the fund.

2013 saw the retirement of Jeff Ackerman, a small business coordinator in the Down East Business Alliance division. Jeff worked with many micro-business owners in Hancock County during his ten years with WHCA. His calm, quiet demeanor and wicked sense of humor are missed by all who worked with him.
2013 in Pictures, Continued

This is the winning door in the holiday door decorating contest.

The staff and board of WHCA work hard, but do find time to relax and celebrate.

Things were hot at the annual staff picnic!

The staff at Friendship Cottage celebrated 5 years of operation in July with an open house to thank volunteers and the community.

Another group of micro-entrepreneurs completed the Incubator Without Walls program in Calais, in April.

Board members Marianne Moore and David Sanderson enjoyed the board planning retreat in September.
Washington Hancock Community Agency Contact Information:

Visit us at:
248 Bucksport Road
Ellsworth, ME 04605

7 VIP Drive
Machias, ME 04654

Call us at:
207-664-2424

Email us at:
info@whcacap.org

Find us on the web at: www.whcacap.org

If you are interested in donating to the Washington Hancock Community Agency, you may do so on our website (click on Donate/Volunteer on the top menu bar) or by mailing or dropping off your contribution at one of the addresses above.

Your gift will go to support the various programs of the agency, however should you prefer to designate a specific program to benefit from your gift, simply let us know that and we will honor your request.

For questions about other donor opportunities, planned giving, or to designate a program, call Joe Perkins Director of Development at 610-5910 or email him at jperkins@whcacap.org.

You can also support WHCA while you surf the web and shop online, by using www.igive.com or https://smile.amazon.com for all your shopping and web browsing needs.

The Washington Hancock Community Agency is a 501c3 non-profit corporation, and thus, your contributions are tax-deductible as allowed by law.