Washington Hancock Community Agency
Annual Report
Fiscal Year 2015
October 1, 2014—September 30, 2015
Message from Mark Green, Executive Director

This past year was another one of growth and improvement for WHCA. After several challenging years it seems the tide has turned and we have started to grow again. This growth is both from the addition of new programs and from the expansion of existing programs, particularly in the area of housing. For many years WHCA has operated the LiHEAP and weatherization programs in our service area. One of the major challenges with weatherization is that due to Maine State Housing Weatherization standards, we are only able to weatherize homes that are in relatively good condition. We actually are unable to help about 50% of the people who request weatherization because of issues such as a leaking roof. However, this year working with the Maine Seacoast Mission we submitted a grant request to the CF Adams Charitable Trust for funds to repair homes using the volunteer Mission work crews. We were granted $50,000 by this very generous donor and working together with the Mission were able to repair and then weatherize eight homes in Washington County.

One of our most exciting new programs is the Nurse Home Bridging program which the Community Caring Collaborative (CCC) started and nurtured for many years. We feel privileged at WHCA to be able to continue this wonderful program which pairs a registered nurse with the mother and family of a new baby who typically is confronting a significant medical challenge. Our nurse works with the family to serve as a bridge between them and the medical and social supports the child needs.

Another new program that started in 2015 is the family advocacy program. This program is intended to provide help and support to families and individuals who have expressed a desire to make changes in their lives. Our Family Advocate serves as a mentor and coach working with the individual and/or family to develop goals and a strategy to achieve those goals. In just the first year we have had several successes helping people live more independent and happier lives.

Early in 2016 we lost long time Board member Joan Weber who had served on the WHCA Board of Directors for more than eighteen years. Joan had a background in social work and was a strong and vocal advocate for the low income and elderly in our region and across the State. We will all miss Joan but will certainly not forget the lessons she taught us!
2015 Accomplishments: Helping Our Community Meet Basic

**Housing**
- 21 homes weatherized
- 37 homes repaired

**Energy**
- 49 new/repaired heating systems
- 4,526 households received heating assistance
- 2,914 homes received reduced electricity rates

**Business and Financial**
- 12 high school students completed a 15 session Incubator Without Walls business training course
- 501 people assisted through our free tax preparation service generating $457,747 in refunds

**Support for Families**
- 75 Veterans families served
- 45 Veterans families moved to stable housing
- 34 families with 36 at risk infants received home nurse visits
- 24 families worked toward a goal of financial stability with our family advocate

**ACA Navigator Program**
- 1,300 consumers reached
- 630 consumers met with a Navigator to enroll in the Healthcare Marketplace

**Transportation**
- 79,422 total trips
- 1,651 passengers
- 593,598 volunteer driver miles driven
- 1.3 million Agency vehicle miles driven
- 24 reliable used cars sold

**Food**
- 61.1 tons of food delivered to local food pantries
- 76 families were helped with regular grocery bills
- Approximately 3600 meals served at Everybody Eats

**Clothing**
- 608 units of warm winter clothing were provided to individuals

**Friendship Cottage Adult Day Service**
- 24 participants
- 374 hours of caregiver support
- 9,726 hours of respite provided

**At Home Aging in Place**
- 65 members supported by 95 volunteers providing 2,975 hours of service
- 3,990 services provided, including 322 nurse visits
- 31,960 volunteer miles traveled
WHCA’s Nurse Bridging is a home visiting program for high risk prenatal clients and high-risk/medically complicated infants in Washington County. Founded by the Community Caring Collaborative, Nurse Bridging transitioned to become a permanent program of WHCA this year. Our nurses work closely with the families and take a whole family approach as the wellness of the children is dependent on the wellness of the care providers. Where appropriate, referrals are made to other programs and resources to help the family.

While the infant is in the hospital, we work with the hospital staff to ensure everyone’s needs are met and that the family’s educational criteria are met for discharge, as well as providing support to the family to keep them close to their new baby. We work closely with the hospital staff and bridge healthcare needs at home to ensure appropriate follow-up care goals are met. Once the infant is discharged home we continue to meet with the family and frequently assess growth and development, reaching out to medical providers to keep them informed of changes.

An example of the difference Nurse Bridging makes to the whole family can be found in this story shared by one of the nurses. A baby was delivered at 27 weeks due to complications experienced by the mother. During those very scary early days, the hospital staff made a referral to nurse bridging. While the baby remained in the hospital the nurse met with the mother weekly, ensuring supports were in place to keep her in Bangor with the baby and providing a friendly face for emotional support. After 138 days in the NICU and a cardiac surgery in Portland, the baby was discharged home with oxygen. The nurse visited twice weekly to ensure the baby’s growth and development were continuing, and to identify any medical issues that might arise. Today this baby is a healthy active child who overcame severe prematurity, respiratory, and cardiac issues. The child’s mother still can't say enough about how nurse bridging helped her family through one of the scariest times in their lives.

Ashlei Guptill, RN is one of our nurses.

Two new programs in 2015
Family Advocacy

WHCA’s Family Advocate Program is dedicated to joining with families and individuals in an effort to provide support and assist in finding resources as they work toward family, personal, and occupational goals. Services are tailored to the family, or individual, and their personal goals and needs.

The process begins with a referral, followed by a meeting with the potential participant. These visits are held at an appropriate meeting spot convenient to the individual. The first meeting is designed to get to know each other and for the family advocate to learn more about the changes the family/individual wishes to make. Following that initial meeting, the family advocate works with the participant to set goals and establish steps to achieve those goals; identify appropriate resources; and support the family/individual as they move along the path to achieving their dreams and goals. That support is customized to individual needs but always includes regular meetings to measure progress, adjust plans, and identify resources.

Possible goals can include changes in employment, education, housing, healthcare, finances, parenting, transportation, community involvement, daily living skills, or social growth.

To learn more about these programs, call us at 664-2424.

In 2015, the family advocate worked with one particular family as they strove to find appropriate housing for their growing family. At the time they began working with the family advocate, this family was expecting their third child and was homeless. Although the father was employed, they were struggling to find a good, affordable place to live. After working with the family advocate over several months, not only did they find a place they could afford, but the father had an opportunity for employment offering higher wage and more satisfaction.
We are proud to work with these partner organizations, businesses, and individuals as we strive to accomplish our mission.

Partners of the Year were recognized by Executive Director Mark Green at our Annual Meeting:

![Photo of Mark Green and Marine Corps League representative]

Marine Corps League for their work with our Supportive Services for Veterans Families program (Reginald Earley accepting); also receiving a Partner of the Year Award that evening but not shown: AARP Tax-Aide, Eastern Maine Region for ten years of support for our free tax prep program.

AARP
Alzheimer’s Association (Maine Chapter)
American Legion (Bar Harbor, Cherryfield, Ellsworth, Machias)
Bangor Savings Bank
Bar Harbor Banking and Trust
Bar Harbor Trust Services
Barnstormer Design
Belvedere Fund
Beth Wright Cancer Center
Blue Hill Country Club
Blue Hill Memorial Hospital
Broad Reach
Brooklin Community Housing
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
Clothes Closet
Coastal Enterprises, Incorporated
Community Action Partnership
Community Caring Collaborative
Community Health & Counseling
Community Housing of Maine
Deb Burwell
Down East Community Hospital
Down East Partners for Children and Families
Downeast Maine Public Health District
Downeast Media Outlets
Eastern Area Agency on Aging
Eastern Carolina Human Services Agency
Eastern Maine CA$H Coalition
Eastern Maine Development Corporation
Eastern Maine Electric Co.
Eastern Maine Home Care
Eastport Health Center
Efficiency Maine
Ellsworth Area Chamber of Commerce
Ellsworth Police Department
Emera Maine
Partners, continued

Emmaus Homeless Shelter
FairPoint Communications
Family First
Federal Transit Administration
Finance Authority of Maine
Flash in the Pan
Friends in Action
Gibson Properties
H.O.M.E.
Hancock County Food Pantry Network
Hancock County Home Care and Hospice
Hancock County Sheriff
Hancock County Technical School
Hancock County Transition Team
Harrington Health Center
Healthy Acadia
Healthy Peninsula
Henry Schein Foundation
Hospice Volunteers of Hancock County
Indian Township
Island Community Center
Knights of Columbus Ellsworth
Legal Services for the Elderly
Machias Bay Area Chamber of Commerce
Machias Savings Bank
Maine Coast Memorial Hospital
Maine Community Foundation
Maine Department of Health and Human Services; Office of Elder Services, Office for Family Independence
Maine Department of Labor-Career Center
Maine Department of Transportation
Maine Military Community Network
Maine Rural Partners
Maine Sea Coast Mission
Maine State Housing Authority
Maine State Police

Maine Transit Association
Maine Veterans Home
Maine Wellness Association
Mano en Mano
Mighty Women of Washington County
Military Service Officer (Machias)
National ABLE Network
National Worksite Benefits Group
Neighbors Helping Neighbors
New York University College of Dentistry
Northeast Delta Dental
Northern Maine Development Corporation
Opportunity Alliance
Passages
Penquis
Pleasant Point Indian Reservation
Preble Street Resource Center
Preble Street Veterans Housing Services
Public Utilities Commission
Regional Medical Center of Lubec
Small Business Development Centers
Southwest Harbor Police Department
Special Children's Friends
Sunrise County Economic Council
Swan’s Island Electric
TDS Telecom
The First
The Next Step
Thermal Efficiency Eastport
Tom’s of Maine Giving for Goodness
Tree of Life
Unitarian Universalist Church of Ellsworth
USDA Rural Development
US Department of Veterans Affairs
United Way of Eastern Maine
University of Maine at Machias

Continued on Page 7
Partners, continued

University of Maine-Augusta RN Program
University of Maine Center on Aging
University of Maine Cooperative Extension
University of Maine-School of Social Work
VA Community Based Outpatient Clinic, Calais, Bangor
Veterans Health Services
Veterans of Foreign Wars, Calais, Ellsworth, Harrington
Village to Village Network
Wal-Mart, Calais, Ellsworth
Washington Co. Case Resolution

Committee
Washington County Children's Program
Washington County Community College
Washington County Council of Governments
Washington County Food and Fuel Alliance
Washington County Food Pantry Network
Washington County Transition Team
Western Maine Community Action
Wipfli
WNSX
WQDY

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Blue Hill Consolidated School – Parent, Teacher, Friend Association
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Washington Hancock Community Agency  
Statement of Financial Position  
September 30

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
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<tbody>
<tr>
<td><strong>Current Assets:</strong></td>
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<tr>
<td>Unrestricted cash (note 2)</td>
<td>167,438</td>
<td>177,324</td>
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<td>Accounts receivable (note 1f)</td>
<td>963,423</td>
<td>747,581</td>
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<td>Inventory (note 1G)</td>
<td>25,792</td>
<td>24,803</td>
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<td>Work in process (note 1H)</td>
<td>81,188</td>
<td>17,248</td>
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<td>Prepaid items (note 1I)</td>
<td>27,564</td>
<td>45,551</td>
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<td>Short term investments</td>
<td>90,746</td>
<td>81,169</td>
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<td><strong>Total current assets</strong></td>
<td>1,356,151</td>
<td>1,093,676</td>
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<td><strong>Property, Plant, and Equipment (note 1K)</strong></td>
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<tr>
<td>Land</td>
<td>180,699</td>
<td>180,699</td>
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<td>Building &amp; improvements</td>
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<td>2,522,559</td>
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<td>Furniture &amp; equipment</td>
<td>422,331</td>
<td>594,230</td>
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<td>Vehicles</td>
<td>434,438</td>
<td>391,208</td>
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<td><strong>Less - accumulated depreciation</strong></td>
<td>-1,846,686</td>
<td>-1,833,474</td>
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<tr>
<td><strong>Net Property, Plant, and Equipment</strong></td>
<td>1,775,218</td>
<td>1,855,222</td>
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<td><strong>Other Assets:</strong></td>
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<tr>
<td>Restricted cash (note 3)</td>
<td>457,399</td>
<td>408,799</td>
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<td>Long term investments (note 1J and 4)</td>
<td>1,005,199</td>
<td>1,101,942</td>
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<td>Notes receivable, net (note 1L)</td>
<td>1,571,266</td>
<td>1,763,527</td>
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<td>Developed land for sale (note 1M)</td>
<td>5,000</td>
<td>5,000</td>
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<td>Purchased property not yet developed (note 1N)</td>
<td>158,370</td>
<td>221,611</td>
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<td>Current year indirect (over) under recovery (notes 1O and 5)</td>
<td>20,885</td>
<td>-10,217</td>
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<td>Prior year indirect (over) under recovery (notes 1O and 5)</td>
<td>-10,217</td>
<td>145,318</td>
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<tr>
<td><strong>Total Assets</strong></td>
<td>6,339,271</td>
<td>6,584,878</td>
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</tbody>
</table>

For notes and additional information, contact our Finance Division at 664-2424.
## Washington Hancock Community Agency

**Statement of Financial Position, Continued**

**September 30**

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Current Liabilities:</strong></td>
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<tr>
<td>Accounts payable</td>
<td>$125,149</td>
<td>$194,508</td>
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<td>Accrued payroll payable and related liabilities</td>
<td>81,899</td>
<td>135,360</td>
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<tr>
<td>Accrued paid time off and related liabilities (note 1P)</td>
<td>152,255</td>
<td>128,359</td>
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<td>Deferred revenue (note 1Q)</td>
<td>539,600</td>
<td>203,476</td>
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<td>Current portion of notes payable (note 6)</td>
<td>202,459</td>
<td>394,783</td>
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<td><strong>Total Current Liabilities</strong></td>
<td><strong>1,101,362</strong></td>
<td><strong>1,056,486</strong></td>
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<td><strong>Long-term Liabilities</strong></td>
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<tr>
<td>Deferred Forgivable Notes Receivable Offset (note 1L)</td>
<td>1,301,367</td>
<td>1,355,767</td>
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<tr>
<td>Notes payable, less current portion shown above (note 6)</td>
<td>603,528</td>
<td>748,469</td>
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<td><strong>Total Liabilities</strong></td>
<td><strong>3,006,257</strong></td>
<td><strong>3,160,722</strong></td>
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<tr>
<td><strong>Net assets (note 1A and 7A):</strong></td>
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<tr>
<td>Unrestricted</td>
<td>1,359,059</td>
<td>1,366,547</td>
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<tr>
<td>Temporarily restricted</td>
<td>551,751</td>
<td>636,480</td>
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<td>Permanently restricted (note 7)</td>
<td>1,422,204</td>
<td>1,421,129</td>
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<td><strong>Total Net Assets</strong></td>
<td><strong>3,333,014</strong></td>
<td><strong>3,424,156</strong></td>
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<tr>
<td><strong>Total Liabilities and Net Assets</strong></td>
<td><strong>6,339,271</strong></td>
<td><strong>6,584,878</strong></td>
</tr>
</tbody>
</table>

**Our Mission:**

WHCA brings community resources together to help people in Washington and Hancock counties achieve self-sufficiency and a better quality of life.
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Tradewinds Market Place  Wooden Boat
Trinitarian Congregational Church  Barbara and Robert Woodhouse
Trinity Episcopal Church  Susan and Dan Woodruff
Patricia and Dale True  Ben Wooten
Deborah and Winston Turner  Mickey and Mark Worth
David Unger  Wyman Methodist Church
Unitarian Universalist Church of Castine  Rosemary and David Wyman
Unitarian Universalist Church of Ellsworth  Mary S. Wylie
United Bikers of Maine  Carol Yancey
United Steel Workers 1188  Razan Yasin
United Way of Eastern Maine  Carol and William Youngs
Adele Ursone and George Matteson  Saydean Zeldin

Thank you so much for your contribution.
You make the work we do possible.

We make every effort to acknowledge and thank our generous donors. If you made a donation between October 1, 2014 and September 30, 2015, 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@whcacap.org.
We rely on the dedicated volunteers who help guide our programs through their work on our Board of Directors, various advisory, steering, and loan committees.

**Board of Directors**
- Barbara Arter
- Martha Beathem
- Theresa Brown
- Barbara Clark, Sec.
- Betsy Fitzgerald, Pres.
- Brent Hartford
- Michael Hennessey
- Nikki Fox
- Ron King
- Amanda Look, Treas.
- Becky McKenna
- Kelsey Porter
- Peter Remick
- Bunny Richards
- David Sanderson
- Craig Schoppe, VP
- Ruth Sousa
- Richard Strout
- Joan Weber
- Howard Willingham
- Margaret Wolford
- Vanessa Young

**At Home Downeast Steering Committee**
- Barbara Griffiths
- Judyth Herrick
- Joan McCracken
- Ann Miller
- Mike Morrison
- Susanne Noessel
- Marge Olivari
- Janet Simpson

**At Home Downeast Tennis Committee**
- Jeff Ackerman
- Bob Christie
- Kathy Eaton
- Marcia Fenn
- Verge Forbes
- Elizabeth LaStatie
- Sally Stone

**Helping Hands Garage Loan Committee**
- Martha Beathem

Janice Howard, past Board member, receives a service award from Board President Betsy Fitzgerald at our annual meeting.
Microenterprise Loan Committee
Barbara Arter
Ed Bigney
Coleen Copelin
Bonnie Foss
Susan Hart

Economic Development Match Loan Committee
Amanda Look
Chris Young

At Home MDI Steering Committee
Kenneth Brookes
Judith Cox
Janice Kenyon
Mary Anne Mead
Anne Welles

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

Helping Hands Garage Advisory Board
Martha Beathem
Ellen Farnsworth
Amanda Look

Advisory Board for Everybody Eats
Fred Beyer
Bob Hessler
Ron King
Cookie Patten
Jim Patten
Bob Pulver
Tracy Shaffer
Muffet Stewart
Jackie Thurber
Dave Wells
Marian Wells

Volunteers of the year for 2015 were Marian and Dave Wells of Everybody Eats and John Gray of Friendship Cottage.

Anne Ossanna, Friendship Cottage Program Manager, John Gray, and Mark Green, Executive Director.

Thank you to these volunteers, and the many more who support our work and programs throughout the year.
New donors included the St. Dunstan’s Episcopal Women’s Group, supporting us with the proceeds of its annual Christmas Bazaar, and Life Source Family Chiropractic, LLC which supported us with proceeds from its grand opening in Ellsworth.

Board member Ron King and volunteer Tracy Shaffer (left); WHCA Partners Charlie Harrington and Marjorie Withers (right) all find plenty to talk about at WHCA’s annual dinner.

2015 in Pictures

The second annual At Home Downeast Tennis Round Robin Fundraiser was a big success, fun for players and volunteers alike. Our winners were Rada Starkey, shown with Bob Christie, tennis pro and volunteer, and Noah Bracken. Congratulations to Rada
It isn’t just our buses that go on the road; you will often find staff and a display table at local and regional events, informing the public about the work that we do. Sometimes we even host the events, such as the Veterans Resource Fair we do each year.

Staff and their families gathered at Lamoine Beach in August for a relaxing weekend gathering.

WHCA’s Board of Directors Fiscal Year 2015:

Members of WHCA’s Board of Directors: (from left to right) Front row: David Sanderson, Betsy Fitzgerald, Amanda Look; Second Row: Kelsey Porter, Martha Beathem, Joan Weber, Nikki Fox; Third Row: Howard Willingham, Craig Schoppe, Ron King, Bunny Richards, Ruth Sousa, Richard Strout

Missing from photo are: Barbara Arter, Theresa Brown, Barbara Clark, Sec., Brent Hartford, Michael Hennessey, Becky McKenna, Peter Remick, Margaret Wolford, Vanessa Young
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.

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