How WHCA Began

Back in the 1960s, community action programs were a new idea. They were established by the Economic Opportunity Act which was signed into law in 1964 by President Johnson as part of the War on Poverty. In 1964, guidelines for a community action program called for a service area of 50,000 people. Washington and Hancock counties together would qualify and so Washington Hancock Community Agency was formed.

The certificate of organization was filed in the Machias Registry on May 25, 1972. The main office would be located in Machias in the old post office and customs building. An additional office was established over Dick’s Diner in Ellsworth.

The purpose of this newly formed bi-county corporation was exclusively charitable and educational. In 1966, WHCA began helping people keep their homes warm in winter with Project Fuel that winterized homes for the disabled and elderly. In 2010, WHCA provided fuel assistance to thousands of local residents and complete weatherization service to the homes of more than 200 area residents, including families with small children.

The report that follows provides an overview of all WHCA accomplished in 2010 and stories about the people we helped. Our partners, collaborators, funders, elected officials and individual donors are an important part of our story. We couldn’t have done it without you.

Thank you for your support.
Mission

WHCA brings community resources together to help people in Washington and Hancock counties achieve self-sufficiency and a better quality of life.

Vision

We envision a world free of oppression and poverty.

Commitment

We are committed to developing individual and community assets founded on a strong economic base; respect for each other; and innovative partnerships with clients, communities, businesses, and other agencies.
The Great Recession of 2009 continued to impact too many families in Hancock and Washington Counties in 2010. WHCA expected that there would be many families who would need emergency assistance to help get them through a crisis. What we were not expecting was the sheer numbers of families that would require such assistance.

We saw record numbers of clients applying for heating fuel and other emergency assistance.

During the past year, our new Family Assistance Advocate helped more than 500 families with everything from heating fuel, to electric disconnects, to emergency food vouchers. Our new Homelessness Prevention Specialist assisted more than 300 clients at threat of being thrown out on the streets. Both positions were funded by the Economic Stimulus (ARRA) in 2010.

With a significant boost from Economic Stimulus funding, WHCA Housing Services has been very busy weatherizing the homes of lower income families. During the past year 220 homes were insulated, an effective tool for reducing energy consumption during times of rising heating prices. But another 3,000 of our client’s homes still need to be insulated.

The increased weatherization activity also revealed the poor conditions of many homes owned by lower-income residents in our service area. Many homes could not be insulated because they had leaky roofs. WHCA was able to obtain grant funds to replace 58 roofs during the past year. But more work needs to be done. Already our “leaky roof” list has grown to over 300.

WHCA partnered with Maine Sea Coast Mission and Neighbors Helping Neighbors to address deteriorating housing conditions in Washington County. These organizations utilize volunteers from summer work camps to make home repairs for lower income families. WHCA provided financial and staff support for the effort this year that repaired more than 50 homes.

Services to older adults continue to be a major focus for WHCA. The community-based services network in Western Hancock County, now called “At Home Downeast,” will launch in 2011. A similar program is being planned in Eastern Washington County around Cobscook Bay.

The adult day service program and caregiver resource center at Friendship Cottage in Blue Hill continues to be a success. Families who participate are very happy with the service. WHCA has begun to develop a similar program in Machias to be created at the former VIP Realty property which WHCA recently purchased. A local steering committee is presently planning this program.

The coming year will likely prove difficult and challenging for both WHCA and the families we serve. Political changes in Washington D.C. and Maine will likely result in reductions in funds for services that are critical for lower income families, such as Medicaid (MaineCare) and weatherization.

Regardless of the decisions made by the politicians, WHCA remains committed to our mission and will continue helping those in need.
WHCA was pleased to have Brent Hartford, Daniel Swain, and Julia Ventresco join the Board of Directors. We were sorry that Julia’s other commitments prevented her from serving a full term.

The Board is becoming increasingly interested in speaking out on public policies and assisting our clients to advocate at the state and federal level. We believe that a greater level of interaction with policy makers is important for improving the conditions for the lower-income families in Down East Maine. We think this will be even more important in the coming year.

The Board took a strategic look at our offices in Washington County and decided that we needed a more visible presence in the Machias area. To achieve that WHCA acquired the former VIP Realty property on Route 1. As that property is developed WHCA will be able to offer an expanded level of programs and services in central Washington County.

For over 20 years, WHCA has focused on economic development and in particular micro-enterprise development. The Board believes this is a key strategy for helping lower-income families achieve self-sufficiency and a better quality of life. At the 2010 National Community Action Partnership Conference WHCA was honored with a national Community Economic Development Award for Entrepreneurship Encouragement.

The WHCA Board remains committed to our mission of bringing resources together to help families achieve self-sufficiency and a better quality of life. We are proud of the efforts by WHCA staff who, every day, make the agency’s mission a reality for the people we serve. Thank you.
The Numbers

- 20 business loans totaling $146,600

Incubator Without Walls program
- 37 entrepreneurs participated in the IWW program
- 57 business planning workshops provided to IWW businesses
- 800 hours of technical assistance were provided to businesses
- 29 businesses received stipends totaling $12,400
- 538 tax returns prepared
- 68 households accessed Earned Income Tax Credits of $102,148

Farm to Market
106 farmers’ market vendors and community members attended the Maine Farmers’ Market Convention.

14 farmers, fishermen, and value-added food producers received $80,000 in assistance for on site storage units.

SNAP recipients used $1,300 of their own SNAP (Food Stamps) allocation at local farmers’ markets and received an additional food allocation of $1,300 from DBA’s Double Snap program.

Of the $5 Veggie Vouchers distributed to clinicians for their patients in eastern Washington County, 70 were redeemed at the Sunrise County Farmers’ Market in Calais for $350 of fresh fruits and vegetables.

2010 Significant Accomplishment

DBA received the Community Action Partnership’s Community Economic Development Innovation Award for Entrepreneurship Encouragement for our work in the Rural Business Energizer Program, which includes Incubator Without Walls.

Collaborative Partners

American Association of Retired Persons
Coastal Enterprises, Incorporated
Eastern Maine CASH Coalition
Eastern Maine Development Corp.
Food and Medicine
Hancock County Transition Team
Island Community Center
Machias Career Center
Maine Coast Heritage Trust
Maine Craft’s Alliance
Maine Dept. of Agriculture
Maine Organic Farmers and Growers Association
Maine Small Business Development Centers
Penquis
Sunrise County Economic Council
University of Maine Cooperative Extension
Vacationland Resources Committee
Washington County Community College
Washington County Transition Team
Woodlawn Museum
Taking A Different Road

Only a few years ago, Pam Hearn was driving a truck for a living and she really wanted to get off the road. She says her grandfather, who is in his nineties, likes to eat dried fish. He suggested she bring back that traditional food by learning how to make it. He taught her how it was done. “And he didn’t have a problem telling me when I got it wrong,” Pam says with a laugh.

Pam remembers that she saw an article about the Incubator Without Walls small business training program in a local newspaper, picked up a brochure at a local bank and sent in her application. “I didn’t have any business experience,” Pam recalls. That was three years ago. She took the beginning IWW class and she graduated from the advanced class in May 2010.

She calls her company PJ’s Snacks, which she runs along with her husband, Jim. Their products are based on traditional, old time New England snacks. Like most small businesses, they began small. Since the experience with IWW, PJ’s Snacks has launched a new product line, completely redesigned their marketing strategy, and has grown their business by nearly 700%. Part of the growth came from a loan they obtained through DBA. They have recently become Pine Tree Zone certified.

“With the IWW’s help I was able to expand my business and go from nine wholesale customers to 45 in six months’ time in a recession in Washington County,” Pam says. “I can’t imagine doing that without it!”
Transportation

The Numbers

- Total trips: 198,557
- Volunteer driver miles: 1,951,197
- Non-emergency MaineCare trips: 167,477
- Supervised workshop trips: 15,585
- DHS family reunification trips: 4,217
- DHHS low-income trips: 5,478
- All other trips: 5,800
- Total number of clients: 3,953

Helping Hands Garage:

- 46 Clients obtained low-cost vehicles
- 55 Financial literary classes

2010 Collaborative Partnerships

Beth Wright Cancer Center
Eastern Area Agency on Aging
Eastern Maine Transportation Collaborative
Hancock County Case Resolution Committee
Hancock County Community Connections
Local healthcare providers
Local municipalities
Maine Transit Association
United Way of Eastern Maine
US DHHS – CMM
Washington Co. Case Resolution Committee
Washington County – One Community Wraparound Me

2010 Significant Accomplishments

Increased transportation services by 20,000 trips. Celebrated HHG’s 5th year anniversary with over 150 autos sold. Added community transportation with SunRides in Lubec and Columbia area. Launched new “village” grassroots program in Lubec-Eastport area.

Funding and support provided by:

MaineDOT

Hours of Operation:

Transportation:
Phones are answered from 6:30 a.m. to 5 p.m.
Lobby hours are 7:30 a.m. to 4 p.m.

Helping Hands Garage:
Hours of Operation: 9 a.m. to 5 p.m.
Darling’s Donates Van to HHG

Julia Dunbar was surprised and happy when her name was called at the Helping Hands Garage 5th Anniversary on May 4. Julia was about to walk away with a gleaming, burgundy van donated by Darling’s Auto Mall in Ellsworth. The vehicle would make a world of difference in her life.

Darling’s donated the 2002 vehicle to be given to an eligible HHG client, free and clear. They prepped the van, made minor repairs, inspected the vehicle and even put on a coat of wax before turning it over to HHG. The van was to be given away at the 5th anniversary party. Julia’s name was selected from among HHG clients awaiting vehicles.

Julia had been struggling to recover from a run of bad luck when she came to Helping Hands Garage trying to find a car. She had lost her job and had only part time jobs for a while. Her car wouldn’t pass inspection and was beyond repair so when she finally got a full time job at Eyes in Ellsworth, she had to borrow her mother’s car for transportation to work.

When Kevin Tesseo, General Manager of Darling’s Auto Mall, presented Julia with the keys to the van, her transportation struggles came to an end. “It sure will make it easier to get back and forth to work without having to borrow a car,” she said. Then she smiled, “It’s a nice change of luck for me.”

Photo below: Volunteer drivers gather each year for training and awards presentations. In 2010, these drivers logged nearly 2,000,000 miles transporting WHCA’s clients to medical and other essential appointments.

Transportation Photos and Stories
Housing

The Numbers

Services: Value:
• 220 homes weatherized $1,708,905
• 112 new heating systems $282,701
• 43 oil tanks replaced $49,517
• 40 homes repaired $536,953
• 52 Flood Recovery repairs $645,000
• 1 lead abatement $19,615
• 3 septic replacements $21,495

• 6 HoMEworks homebuyer education classes
• 66 Foreclosure Counseling Clients

2010 Significant Accomplishments

Through MCAAs SSBG Flood Recovery Project, WHCA received $645,000 to repair 52 homes in Washington and Hancock counties that were damaged due to heavy rain and floods in Maine in 2008.

ARRA weatherization funding helped to weatherize an additional 100 homes. This funding allowed WHCA to hire 10 new weatherization crew members and fund 3 administrative positions.

2010 Collaborative Partnerships

Bangor Savings Bank
Bar Harbor Banking & Trust
Central Maine Power Co.
Eastern Maine Development Corp.
Hancock County Planning Commission
Machias Savings Bank
Maine Seacoast Mission Society
Neighbors Helping Neighbors
Union Trust Co.

Glen Jordan measures sheetrock for a weatherization job.

I am writing to thank you for your kindness new jersey, for the opportunity to have keep home maintained and to let you know how grateful we are for everyone that was involved.

Thank you again for your service, keeping us warm and healthy. Your dedication and support are greatly appreciated.

A very grateful customer

[Signature]

AUG 8 O RECQ
Lobsterman Finds New Occupation

Washington Hancock Community Agency added more than a dozen jobs in its Housing Division as a result of Recovery Act funding to increase the number of homes weatherized in Maine. Glen Jordan was one of the people WHCA hired to do this work.

Glen had been a sternman on a lobster boat for seven years. When the market went soft, he says he wasn’t making much money and knew he needed to make a change. He heard about jobs on weatherization crews with WHCA and accepted a job as a crew member.

“Within two weeks, I knew I had a good job,” he recalls. “I had been looking my whole life for something I knew I’d be good at.”

And Glen is good at his new job. In January 2010, he was promoted to crew leader. “This is the happiest I’ve been in my whole life,” he says. “Not only am I being paid, but I’m helping people. That’s the best feeling in the world.”

Darrell Burns (left) is here today because of fast thinking on the part of Carlton Woodbury (right). The two were at a job site when Burns encountered an exposed wire and received a severe shock. Woodbury delivered emergency first aid, literally restarting his heart, and saved Burns’ life. Woodbury was honored at a staff event for his courage and quick response.

At its meeting in January, Hancock-Washington Board of Realtors® President Jamie O’Keefe (left) presented Joe Perkins of WHCA with a donation to benefit the Senior Safe program which makes safety improvements to the homes of senior citizens. The donation came from HWBOR’s annual raffle which raised $1,846 with an additional $1,000 in matching funds given by the Maine Association of Realtors’ Affordable Housing Fund.
The Numbers

- 6,026 LIHEAP clients served
- 11 people helped with past due rent
- 13 families received FEMA assistance

Families receiving electric low-income rates:
- 3,669 Bangor Hydro
- 110 CMP
- 950 EME

Food delivered to local pantries:
- 177.5 tons of food
  worth $222,015.88

Life Line families: 5,122

Section 8 vouchers: 178
Moderate Rehab: 6

- 22 seniors served by Keeping Seniors Home program
- 986 families received PUC appliance replacements
- 516 households received THAW Fund emergency assistance
- 10 households received Keep Me Warm Funds

- 40 childcare providers received food reimbursements
- 469 children received nutritious meals and snacks
- 3 mandated reporter trainings
- 15 Positive Parenting workshops
- 3 Buckle Bear presentations on child seatbelt safety

Family Assistance Advocate:

- 586 clients assisted
- 500 coats, mittens, hats, snow pants, etc. distributed through Winter Wear
- 120 Goodwill vouchers distributed for those in crisis situations

2010 Significant Accomplishments

C&FS saw a significant increase in the number of parenting workshops. WHCA participated in the NYU Dental project which provided free dental care to 500 people in Washington County. The Heating and Warmth Fund grew to a year-round effort, helping more than 1,000 people.

Collaborative Partners

Community Health and Counseling
Electric companies:
- Bangor Hydro–Electric Co.
- Central Maine Power Co.
- Eastern Maine Electric Co.
  - Swan’s Island Electric
  - Jasper Wyman and Son Co.
Local churches, food pantries/soup kitchens, oil dealers, and town offices
Maine Dept. of Health and Human Services
Maine State Housing Authority
MCI
Public Utilities Commission
Telephone companies:
- Verizon
- TDS Telcom
- Union River
U.S. Dept. of Agriculture
Success on the Home Front

Tammy Gordon was recognized in February by MaineHousing for successfully completing its Family Self-Sufficiency Program. Participants in the FSS Program sign a five-year contract and develop a personal plan for becoming self-sufficient. Agreements often involve sustaining employment and gradually decreasing dependence on public funds.

Gordon learned of FSS through Washington Hancock Community Agency’s Section 8 housing voucher program. The FSS Program offers participants an opportunity to invest in their futures – to finish school, find a better job, start a business or secure the transportation they need to stay employed. Participants in this voluntary program sign a five-year contract and develop a personal plan to become self-sufficient. It’s up to them to meet their goals.

Tammy set her goals five years ago and accomplished what she set out to do. She is now paying her rent and supporting her two children without public assistance.

Homeless Prevention Partners

Centre St. Congregational Church
Community Health and Counseling
DHHS
Emmaus Shelter
Families United
H.O.M.E. (Homeworkers Organized for More Employment)
Maine Sea Coast Mission
Maine Veteran Services
The Next Step
Penquis CAP
Pine Tree Legal
Possibilities Counseling
Preble Street
Shaw House Shelter
Washington County Food and Fuel Alliance

Homeless Prevention and Rapid Rehousing

- 146 households or 341 clients assisted
- 152 clients were under 18 years old
- 130 clients earned less than $1,000 a month at intake

Total direct assistance for 78 households: $98,000

For clients placed in temporary or permanent housing:

- $65,000 spent in rental assistance
- $29,000 spent in security and utility deposits

Permanent destinations:
  - Prevention 202, Homeless 68
Temporary destinations:
  - Prevention 10, Homeless 28

- 301 clients received additional services and referrals
The Numbers

- 17 caregivers received free respite
- 59.75 free hours were provided
- 14 volunteers spent 977 hours in the Adult Day Service Program

Adult Day Service census 9/30/10:
- 3 Females and 2 Males from Blue Hill
- 1 Female and 1 Male from Hancock
- 2 Males from Penobscot
- 1 Female and 1 Male from Brooksville
- 1 Female from Sedgwick
- 1 Male from Stonington
- 1 Male from Brooklin

Caregiver Resource Center
- 256.75 hours were spent providing support/resources to caregivers
- 21 caregivers attended caregiver retreats

2010 Collaborative Partnerships:
- Alzheimer’s Association
- Blue Hill Memorial Hospital
- Blue Hill Public Library
- Department of Health and Human Services – Office of Elder Services
- Eastern Area Agency on Aging
- Elder Independence of Maine
- Ellsworth Public Library
- Faith in Action Community Connection
- Hancock County Home Care and Hospice
- HandPrints
- Healing Hands
- Healthy Island Project
- Healthy Peninsula
- Hospice of Hancock County
- Maine Seacoast Mission
- Parker Ridge
- Town of Blue Hill
- US Department of Veteran Affairs
- University of Maine Center on Aging
- UMaine School of Social Work

The Promise of Friendship Cottage is to gently tend the needs of dependent adults in a welcoming setting, while guiding and assisting the family and friends who care for them.

Friendship Cottage is located at
118 Ellsworth Road, Route 172
Blue Hill, ME 04614
374–5612
Email: aossanna@whcacap.org
website: www.friendshipcottage.org

Hours of Operation:
Monday – Friday
8 a.m. to 4 p.m.
The Blue Hill Chamber of Commerce held its Business After Hours event at Friendship Cottage on July 15. The event coincided with the facility’s second anniversary of operation. About 50 people attended the event which was an opportunity to once again tell the story of how it all began.

Gerry Bryan was the emotional engine behind Friendship Cottage from the start. His wife, Jackie, succumbed to Alzheimer’s disease several years ago. A palm-sized rock smoothed into the shape of a heart became a symbol of their love. Gerry bought it for Jackie one year for Valentine’s Day because he realized he had been so busy taking care of her that he hadn’t been spending enough time just being with her. The two of them would sit each day and hold the heart between them in their clasped hands. After a while, Gerry said he would find the heart in different places, all over the house, in a drawer, under a pillow. The little stone heart became a reminder for him to keep the caring coming from the heart. He gave the heart to Friendship Cottage and each year, at the anniversary, it is passed around from person to person.

In the photo, Tim King passes the heart to Dan Danielson.
Doing Good in the Neighborhood

UU Auction Benefits THAW

Washington Hancock Community Agency’s THAW fund received $3,382.50 as a result of the annual benefit auction held at the Unitarian Universalist Church of Ellsworth. The auction included items donated from local businesses and community members.

In the photo, Sara Huisjen, active member and affiliated Community Minister at the church, presents THAW fund administrator Joe Perkins with the check.

“This is a great and generous outpouring from the community and much needed at this time of year,” Perkins said. “The congregation has made this an annual event and WHCA very much appreciates the support.”

The Heating and Warmth Fund (THAW) helps people who are having difficulty paying home energy bills. Funds raised from the community assist those who may be just outside other program eligibility requirements or who have exhausted all other options to heat their homes.

Turkey –A-Thon Raises Thousands

A turkey, a carrot, a potato and a pea got a lot of attention on Main Street in Machias this fall. They were WHCA staff members Susan Farley, Megan Burgess, Lee Hardison and Eleanor West dressed up like a Thanksgiving dinner in order to collect turkeys and raise money for the annual Turkey-A-Thon in Washington County.

Susan Farley issued challenges to the Washington County Sheriff’s employees. She told them if they would come up with 10 turkeys before the marathon started, she would wear a turkey outfit for two hours while standing on Main Street. They did and she did.

Along with collaborators from other nonprofits, they helped raise more than $18,000 which translated into fixings for more than 1,500 holiday meals that were distributed through the local food pantries.
Fifteen years ago, Jimmy Barnes was living with his partner Becky Rice in an old farmhouse with four children. The house needed a lot of work.

The house was built in 1836 and had belonged to his “grandfather's grandfather.” Becky says they could have bulldozed it and moved into a trailer, but they wanted to save the family home.

Then Jimmy had to have a quadruple bypass. As he puts it, at that point, “Everyday decisions became difficult.” They needed help fixing the place up.

Keith Small, who is now director of Down East Business Alliance, was working with WHCA’s Housing Division at the time. He told Jimmy about low interest loans available through Maine Housing that also leveraged grant funds to make the money go further. Rather than getting a hand out, Jimmy got a hand up, so to speak, and took out a loan to make the repairs. He remembers a team of workers coming out and fixing everything from the well and septic system to installing all new sheetrock. They replaced the furnace, added insulation and replaced doors and windows. That was back in 1995.

This fall, Jimmy and Becky stopped by WHCA to hand over the final payment on the loan and to thank Keith Small for his help. “If it wasn’t for the Keith Smalls of the world, the system wouldn’t work at all,” Jimmy says. “If it hadn’t been for him, I wouldn’t have done the deal at all.” Jimmy said he was grateful for the way Keith handled the transaction. Becky added, “The whole WHCA experience was a positive one in every way.”

Now instead of living in a 15 year old trailer, Becky and Jimmy have a solid home to live in. The four children are grown and have jobs – in Italy, Maryland and Maine as tug boat engineers and in the Air Force. Jimmy is happy that they didn’t bulldoze the old house. The home that was his grandfather’s grandfather’s will be there for the next generation.
Neighbors Helping Neighbors was named WHCA’s Partner of the Year for 2010. In accepting the award, the Rev. Dr. David Grainger, President of Downeast Maine Missions, gratefully acknowledged those who have led Neighbors Helping Neighbors since its founding ten years ago, including Elmer Harmon and Mark Cote and many others.

Neighbors Helping Neighbors is the housing program of Downeast Maine Missions. WHCA partnered with Neighbors Helping Neighbors by providing a grant and sharing staff for project coordination and supervision. Sixteen projects were completed during the year.

Neighbors Helping Neighbors became a program of Downeast Maine Missions in 2010. It continues to serve the housing repair needs of low-income families in the region and continues to be a valued partner of WHCA.

Bank of America
Belvedere Fund
Betterment Fund
Camden National Bank/Union Trust
Darling’s Auto Mall
Eastern Maine Cash Coalition
Eastern Maine Funders
Farm Credit Northeast AgEnhancement
Federal Emergency Management Authority
Finance Authority of Maine
Healthy Acadia
Insurance Companies
Local Auto Repair Garages
Local Municipalities
Machias Savings Bank
Maine Coast Heritage Trust
Maine Community Foundation
Maine Dept. of Health and Human Services
  – Community Services Center
  – MaineCare
Maine Dept. of Economic and Community Development
Maine Dept. of Environmental Protection
Maine Dept. of Transportation
Maine Office of Community Development
Maine State Housing Authority
Penquis
Small Business Administration
  Town of Machias
USDA Agricultural Marketing Service
USDA Rural Development
  School Unions
U.S. Dept. of Health and Human Services
  – Medicaid
United States Dept. of Transportation
  – Jobs Access and Reverse Commute Program
  – Rural Transportation Program
United Way of Eastern Maine
Wholesome Wave Foundation
Washington County Community College
Down East Business Alliance was awarded a grant from the Quimby Family Foundation to support its annual Maine Farmers’ Market Convention and its work to help establish a Maine Farmers’ Market Association.

Keith Small received the $10,000 check from the foundation’s board of directors in a ceremony at the Harraseeket Inn in Freeport on August 27. There were 90 other recipients of grants who were honored at the event. The photo above includes members of the Quimby Family Foundation Board, left to right: Lucas St. Clair, Andres Verzosa, Roxanne Quimby, Liane Judd, Rebecca Rundquist and Hannah Quimby.

The Heating and Warmth Fund (THAW) received two grants from Maine Community Foundation: $20,000 from the Belvedere Charitable Grantmaking Fund and $9,000 from the Pinetree Fund for Washington County.

“The community foundation and its donors recognize the critical need for heating oil and have stepped up to help the Washington Hancock County Agency keep people in Eastern Maine warm,” said Meredith Jones, MaineCF president and CEO. “We hope these grants will inspire others to give...” she said. In 2010, THAW funds served more than 500 households.

The second annual Maine Farmers’ Market Convention had backing by bankers. Sarah Joy Chaples of Down East Business Alliance accepts a check for $500 from John Lynch of Camden National Bank to provide sponsorship for the 2nd Annual Maine Farmers’ Market Convention.

Machias Savings Bank has granted $5,000 to Down East Business Alliance’s Rural Business Energizer Loan Program. The funds will be used to provide loans to farmers, food producers, and new and expanding small businesses to help them grow.
Award Winning People

Employee of the Year: Patsy Woodbury

Patsy Woodbury (nee Smith) joined WHCA in 1992 as Human Resources Manager. Now her duties go far beyond basic personnel. Some 18 years ago she took on the task of recording secretary for the Board of Directors and rapidly became the board’s liaison to the rest of the organization. She is the one who makes sure their annual meeting is followed by a nice dinner for board, staff and guests.

Charity is a passion for Patsy. She and Bobbi Harris started Christmas for Kids & More which provides presents to hundreds of individuals each year. She has organized and run the annual auction to benefit Senior Safe which makes safety improvements in the homes of elderly residents. And more recently, she has been instrumental in providing a holiday luncheon each year for residents of local nursing homes and other community members who enjoy sharing a meal with one another. Congratulations, Patsy.

Volunteer of the Year

Ellen Farnsworth was the first Helping Hands Advisory Board volunteer from Washington County. She was recommended by Rev. Ginny King and has been on the board for five years now.

Ellen has been a strong advocate for HHG, helping to get free space at the Blueberry Festival, helping with the food for HHG’s 5th Anniversary party and various other behind the scenes tasks over the years. Ellen works at Family First, a nonprofit that provides information on child development and support to families.

HHG is lucky to have her as a volunteer.
Richard Cohen has used WHCA’s services for many years and has become more self-sufficient every year. When he first came to WHCA he was unable to provide his own transportation so WHCA provided transportation to all his necessary appointments. Now he has his own car and he is living in his own home. Richard has served on our Helping Hands Garage Advisory Committee and he is part of our new Client Advocates Team. He has volunteered to advocate on issues facing low-income people in Maine.

Richard recently spoke to WHCA’s Board of Directors about problems faced by people who have high home energy bills and the need to find funding to service home furnaces. He pays attention to what’s going on around him. It’s people like Richard who give the rest of us hope.

Betsy Fitzgerald joined WHCA’s Board of Directors in February of 2008. One of her major goals at that time was to do something about homelessness in Washington County. Last year, WHCA added a homelessness prevention program which has now served more than 300 clients.

Betsy serves on the Public Policy Committee, which works to support advocacy for our low-income clients. She is also on the Fundraising Committee, which drafted the agency’s Gift Acceptance Policy. Betsy’s focus lately has been on food security for Washington County. With Betsy’s determination, we have no doubt that progress will be made on that front in the coming year.

Ethel Schwalbe Award Winners
1997 Ethel Schwalbe
1998 Patricia Huston
1999 Al DiMarco
2000 Joan Weber
2001 Clover Meserve
2002 Henry Dowling
2003 Tom Potter
2004 Roger Woodworth
2005 Larry Barker
2006 Jack Corrigan
2007 David Sanderson
2008 Craig Schoppe
2009 Martha Beathem
## Financial Report

### Statement of Financial Position
September 30,

<table>
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<th>2010</th>
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<td>Total unrestricted revenues and gains</td>
<td>10,496,703</td>
<td>8,575,456</td>
</tr>
</tbody>
</table>

| Net assets released from restrictions: | | |
| Satisfaction of program restrictions | | |
| Expiration of time restrictions      | 26,694     | (52,725)   |
| Total net assets released from restrictions | 26,694     | (52,725)   |

| Total unrestricted revenues, gains, and other support | 10,523,397 | 8,522,731 |

| Expenses and losses:                | | |
| Administration management and general | 510,881    | 579,598    |
| Transportation                      | 2,907,743  | 2,790,941  |
| Housing                            | 3,139,567  | 2,197,721  |
| Downeast business alliance          | 768,394    | 512,017    |
| Family resource center downeast    | 146        | 349,417    |
| Community services                 | 2,944,184  | 1,694,454  |
| Expert energy solutions            | 5,840      | 44,657     |
| Friendship cottage                 | -          | 168,676    |
| Administration all other           | 34,589     | 65,243     |
| Total expenses and losses          | 10,311,345 | 8,402,724  |

| Total change in unrestricted net assets | 212,052 | 120,008 |

| Changes in temporarily restricted net assets: | | |
| Donations                                      | (29,855)  |           |
| Net assets released from the expiration of program restrictions | (44,771)  |           |
| Net assets released from the expiration of time restrictions | (26,694)  | 52,725    |
| Total change in temporarily restricted net assets | (26,694)  | (21,901)  |

| Changes in permanently restricted net assets: | | |
| Miscellaneous                                  | 46,730     | 564        |
| Net assets released from the satisfaction of program restrictions | -         | -          |
| Total change in permanently restricted net assets | 46,730     | 564        |

| Change in net assets (note 6B) | 232,088 | 98,671 |

| Net assets - October 1 | 2,665,420 | 2,566,749 |
| Net assets - September 30 | $2,897,508 | $2,665,420 |

Unaudited totals as of September 30, 2010
**Contact Us**

**All Divisions:**
Milbridge: 546-7544  Fax: 546-3216  
Ellsworth: 664-2424  Fax: 664-2430  
TDD: 546-7607

**Drop by:** Our Milbridge office at the corner of Main & Maple  
Our Ellsworth office at 248 Bucksport Road  
Open Monday–Friday (except holidays) from 7:30 a.m. to 4:00 p.m.

**Write us:**
Washington Hancock Community Agency  OR: WHCA  
P.O. Box 280  P.O. Box 299  
Milbridge, ME 04658  Ellsworth, ME 04605

**Visit us online:** www.whcacak.org

**Community & Family Services:** (located in Ellsworth)  
664–2424; 546–7544 (answered from 7:30 a.m.– 4:00 p.m.)  
1–800–828–7544 (available only from 7:30 a.m.– noon)  
Email: lhardison@whcacak.org

**Down East Business Alliance:** (located in Ellsworth, Machias and Calais)  
664–2424, ext. 4453  
Email: dba@whcacak.org  
Website: www.downeastbiz.org

**Finance Division:** (located in Ellsworth) 664–2424  
248 Bucksport Road, PO Box 299, Ellsworth, ME 04605

**Friendship Cottage:** (located in Blue Hill) 374–5612  
Email: aossanna@whcacak.org  
website: www.friendshipcottage.org  
118 Ellsworth Road, Route 172, Blue Hill, ME 04614

**Helping Hands Garage:** (located in Ellsworth) 667–4763  
Monday through Friday 8:00 a.m. to 3:30 p.m.  
Email: helpinghands@whcacak.org

**Housing Services:** (located in Milbridge) 546–7544 or 664–2424, ext. 3317  
Email: bharris@whcacak.org

**Transportation Services:** (located in Ellsworth)  
Open weekdays 6:30 a.m.– 4 p.m. Phones answered till 5 p.m.  
Rides: 664–0012 or 546–7547  local calls or 1–877–374–8396 non-local  
Email: crobbins@whcacak.org  
General Inquiries: 664–2424 or 546–7544, ext 4410 or 4419  
Email: lbelfiore@whcacak.org