Washington Hancock Community Agency

Annual Report
Fiscal Year 2016

October 1, 2015 - September 30, 2016
Message from Mark Green, Executive Director

This year, Washington Hancock Community Agency (WHCA) is celebrating fifty years of providing services to the people of Washington and Hancock counties. On August 20, 1964 President Lyndon Johnson signed into law the Economic Opportunity Act which was one of the center pieces of his “War on Poverty”. This legislation encouraged communities across the country to create community action programs to fight poverty in their own communities. In early 1965 the citizens of Washington County took up the challenge and created the Washington County Regional Action Agency under the leadership of Dr. James Payson, offering their first programming in 1966.

This new agency started modestly with a Head Start program in Lubec and several other small programs in other parts of the County. As the agency grew and expanded into other work such as nutrition, housing, economic development, and health, the Board of Directors made the decision to expand into Hancock County and in May of 1972 incorporated as Washington Hancock Community Agency (WHCA). Since then the agency has operated many different programs as times and funding have changed but has always remained true to its central purpose of helping and supporting low income families and individuals.

WHCA celebrated this year by sponsoring five picnics in Calais, Lubec, Jonesport, Orland, and Ellsworth and inviting people who receive services from WHCA along with social service providers and government officials who support our work. All five picnics went well with good attendance and great weather! It was great fun getting to see so many of the people we work with in the casual environment of a Maine summer picnic.

Our fiftieth year was also a great year for expanded programing. The Board approved and we hired our first full-time “Manny Young” volunteer transportation coordinator. This new employee will work to increase the number of volunteer drivers we have available. The name of the program honors long-time volunteer driver Manny Young. Manny provided more than 1 million miles of rides during his time as a volunteer driver. Manny passed away last year and will be missed by his riders and the staff at WHCA.

This year also saw an expansion of the home repair program thanks to funding from the CF Adams Trust and a great partnership with the Maine Seacoast Mission (MSCM). Approximately twenty-five homes were repaired by MCSM’s volunteers allowing WHCA to come along behind them and make weatherization improvements. Most of these homes would not have been eligible for weatherization funding without the repairs and improvements made by MSCM’s volunteers. Thank you to the people at MSCM and the Trustees of the CF Adams Trust.

In closing, I would like to thank all the people who work to make the programs WHCA offers successful. This includes employees, Board members, State, Local and Federal officials, employees of other agencies, community members, and the people we serve. Thank you for all you do to help and for making our 50th year such a success.
2016 Accomplishments: Helping Our Community Meet Basic Needs

**Housing**
- 44 homes weatherized
- 30 homes repaired

**Energy**
- 22 new/repaired heating systems
- 5,630 individuals received heating assistance
- 2,573 homes received reduced electricity rates

**Financial**
- 443 people assisted through our free tax preparation service generating $493,397 in refunds
- 15 people obtained Helping Hands Garage car loans
- Six small local non-profits supported through fiscal sponsorship (KIN Project, Peninsula Free Health, Healthy Peninsula, Washington County Shelter for the Homeless, Community Caring Collaborative, Bucksport Wood Bank)

**Support for Families**
- 70 Veterans families served
- 54 Veterans families moved to stable housing
- 17 families with 17 at risk infants received home nurse visits
- 23 families worked with our family advocate on varying goals in an effort to achieve financial stability
- 320 children were provided with Christmas presents
- 71 children were provided with school back packs and supplies

**ACA Navigator Program**
- 357 consumers reached
- 221 consumers met with a Navigator to enroll in the Healthcare Marketplace

**Transportation**
- 79,500 total trips
- 1,594 passengers
- 588,135 volunteer driver miles driven
- 1,378,865 Agency vehicle miles driven
- 44 reliable used cars sold

**Food**
- $15,456 in FEMA funds were awarded to eight Washington County food pantries
- 43 families were helped with regular grocery bills
- Approximately 2800 meals served at Everybody Eats
- 669 weekend meal backpacks provided to 21 Ellsworth Middle and Elementary school students.

**Friendship Cottage Adult Day Service**
- 29 participants
- 559 hours of caregiver support
- 12,256 hours of respite provided

**At Home Aging in Place**
- 75 members supported by 147 volunteers providing 3,223 hours of service
- 5,220 services provided, including 432 nurse visits
- 45,000 volunteer miles traveled
One of the things we did to celebrate 50 years of community action was host community picnics in five communities across the region. WHCA staff and directors spent a week in September crossing the region in a pick-up truck loaded with tent, banner, grill, tables, chairs, coolers, ice, beverages, hot dogs, hamburgers, chips, condiments, and cupcakes. We set up shop each day and served hot lunch to community members. It was a good way to spend time with people, sharing a meal and stories. We were able to learn first hand the impact of the work we have done and what we still can do to help community members.
We rely on the dedicated volunteers who help guide our programs through their work on our Board of Directors and various advisory, steering, and loan committees.

**Board of Directors**
Michelle Beal
Martha Beathem
Catherine Betz
Barbara Clark, Sec.
Betsy Fitzgerald, Pres.
John Harris
Brent Hartford, V. P.
Ron King
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Mike Morrison, Emeritus
Susanne Noessel
Marge Olivari
Mary Alice Rylands
Janet Simpson

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

**Helping Hands Garage Loan Committee**
Martha Beathem

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

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

The At Home Downeast Steering Committee was named “Volunteers of the Year” for 2016. Shown at the annual dinner are, from left to right: Mark Green, Executive Director, WHCA; Joe Perkins, Development and Community Services Director; Barbara Griffiths, At Home Downeast volunteer; Janet Simpson, At Home Downeast volunteer; Kara Janes, LMSW At Home Program Manager; Betsy Fitzgerald, WHCA Board President.
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

Advisory Board for Everybody Eats
Fred Beyer
Bob Hessler
Ron King
Cookie Patten
Jim Patten
Bob Pulver
Tracy Shaffer
Muffet Stewart
Carol Yancey
Bob Dove
Brooks Engle
Jean Rohrer

With the passing of Margaret Wolford in October of 2016, we lost a strong board member. Margaret served on the Board for a few years but made her presence felt, becoming our Treasurer and serving faithfully on the Executive Committee. Margaret’s leadership and involvement will be missed.

WHCA’s Board of Directors Fiscal Year 2016:

Thank you to these volunteers, and the many more who support our work and programs throughout the year.
We want to thank our generous donors for their support in 2016

- A -
AARP Maine
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Jane Adams
Getti and John Allen
MaryAnn and Norman Alt
Laura Anderson
Caroline Andrews and David Zuk
Mary Susan and Joseph Anghinetti
Anonymous
Arborvine Restaurant

- B -
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Katherine Bailey
Nathaniel Ball III
Bar Harbor Bank and Trust
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Marie and Jeff Barratt
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Marian and David Bicks
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Holly and Julia Bixby
E. Donald Blodgett
Blue Hill Consolidated School
Blue Hill Memorial Hospital
Blue Hill Wine Shop

- B. -
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Boston Foundation
Virginia and Standish Bourne
Kathleen and James Bower
Candice Bray
Brenda Breeding
Ruth Brenninkmeyer
Paula Briggs
Ellen and Kenneth Brookes
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Willard Brown, Jr
Brown's Appliance and Mattress
Karen Bruaw
Bucklyn's Coffee
Cherylyn and Robert Burns
Esther and Alfred Bushway

- C -
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Crystal Clear Family Pets
Claire Cullinane
Pepper Cwik
- D -
Darlings Auto Mall
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- E -
Susan and David Edson
Ellsworth Building Supplies
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Ellsworth Chainsaw Sales
Ellsworth Lions Club
Ellsworth Rotary Club
Ellsworth Self Storage
Ellsworth Tennis Center
Linda and Samuel Emerson
Robin Emery
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- F -
Eleanor Falcichio
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Continued on Page 9
2016 donors, continued

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- M -
MDI Lioness Club
Karen and Christopher Maas
Bill MacArthur
Lynda and Gordon MacArthur
Machias Savings Bank
Machias Volunteer Fire Department
Margaret and Stanley MacDonald

Continued on Page 13
## Washington Hancock Community Agency
### Statement of Financial Position
#### September 30

<table>
<thead>
<tr>
<th>Current Assets:</th>
<th>2016</th>
<th>2015</th>
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<tbody>
<tr>
<td>Unrestricted cash (note 2)</td>
<td>$6,248</td>
<td>$167,438</td>
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<tr>
<td>Accounts receivable (note 1f)</td>
<td>1,033,127</td>
<td>963,423</td>
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<tr>
<td>Inventory (note 1G)</td>
<td>69,762</td>
<td>25,792</td>
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<td>Work in process (note 1H)</td>
<td>65,502</td>
<td>81,188</td>
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<td>Prepaid items (note 1I)</td>
<td>33,761</td>
<td>27,564</td>
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<tr>
<td>Short-term investments (notes 1J and 4)</td>
<td>67,773</td>
<td>90,746</td>
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<tr>
<td><strong>Total current assets</strong></td>
<td><strong>1,276,173</strong></td>
<td><strong>1,356,151</strong></td>
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<table>
<thead>
<tr>
<th>Property, Plant, and Equipment (note 1K)</th>
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</thead>
<tbody>
<tr>
<td>Land</td>
<td>180,699</td>
<td>180,699</td>
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<tr>
<td>Building &amp; improvements</td>
<td>2,645,090</td>
<td>2,584,436</td>
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<tr>
<td>Furniture &amp; equipment</td>
<td>444,374</td>
<td>422,331</td>
</tr>
<tr>
<td>Vehicles</td>
<td>460,184</td>
<td>434,438</td>
</tr>
<tr>
<td><strong>Total Property, Plant, and Equipment</strong></td>
<td><strong>3,730,347</strong></td>
<td><strong>3,621,904</strong></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Other Assets:</th>
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</thead>
<tbody>
<tr>
<td>Restricted cash (note 3)</td>
<td>539,371</td>
<td>457,399</td>
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<tr>
<td>Long term investments (note 1J and 4)</td>
<td>1,093,405</td>
<td>1,008,199</td>
</tr>
<tr>
<td>Notes receivable, net (note 1L)</td>
<td>1,402,455</td>
<td>1,571,266</td>
</tr>
<tr>
<td>Developed land for sale (note 1M)</td>
<td>0</td>
<td>5,000</td>
</tr>
<tr>
<td>Purchased property not yet developed (note 1N)</td>
<td>158,370</td>
<td>158,370</td>
</tr>
<tr>
<td>Current year indirect (over) under recovery (notes 1O and 5)</td>
<td>-45,275</td>
<td>20,885</td>
</tr>
<tr>
<td>Prior year indirect (over) under recovery (notes 1O and 5)</td>
<td>20,885</td>
<td>-10,217</td>
</tr>
<tr>
<td><strong>Total Assets</strong></td>
<td><strong>6,138,438</strong></td>
<td><strong>6,339,271</strong></td>
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</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.
2016 donors, continued

Suzanne and John MacDonald
Genevieve and Ward MacKenzie
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Marilyn and Bruce Rutland
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St. Saviour's Parish
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Sargent Real Estate
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Schwab Foundation Tinkerbell Fund
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Continued on page 15
2016 donors, continued

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Castine
Unitarian Universalist Church of Ellsworth
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Sharon and Lloyd Williams
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Barbara and Robert Woodhouse
Carol Woolman and Richard Bullock
Ben Wooten
Mickey and Mark Worth
Akemi and Russell Wray
Mary S Wylie
Wyman Methodist Church
Rosemary and David Wyman
- X -
XYZ Food Group
- Y -
Carol Yancey
Debra Young
Carol and William Youngs
- Z -
Saydean Zeldin
Diane and Frank Zito

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, 2015 and September 30, 2016, 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 are proud to work with these partner organizations, businesses, and individuals as we strive to accomplish our mission.

- A -
AARP
Alzheimer’s Association (Maine Chapter)
American Legion, Bar Harbor
American Legion, Cherryfield
American Legion, Ellsworth
American Legion, Machias
American Red Cross
Aroostock Mental Health Center
- B -
Bangor Hydro-Electric Co.
Bangor Mental Health Care
Bangor Savings Bank
Barnstormer Design
Bass Harbor Library
Beth Wright Cancer
Blue Hill Country Club
Blue Hill Elementary School
Blue Hill Lioness Club
Blue Hill Memorial Hospital
Brooklin Community Housing

Continued on Page 17
The Community Caring Collaborative (CCC) was our Partner of The Year in 2016.

Mark Green, Executive Director, WHCA; Charley Martin-Berry, Executive Director, CCC; Betsy Fitzgerald, Board President, WHCA at the WHCA 2016 Annual Dinner.

**Partners, continued**

- C -
  - Calais Chamber of Commerce
  - Calais Food Pantry
  - Career Center, Machias
  - Career Center, Bangor
  - Career Center, Presque Isle
  - Caring Hands Dental Clinic
  - Community Based Outpatient Clinic, Bangor
  - Community Based Outpatient Clinic, Calais
  - Community Based Outpatient Clinic, Presque Isle
  - Central Maine Power Co
  - Centre St. Congregational Church
  - CFPB Financial Coaching Program
  - Child and Family Opportunities
  - Clothes Closet (Ellsworth)
  - Coastal Care Team/Mount Desert Island Hospital
  - Community Action Partnership

- D -
  - Community Caring Collaborative
  - Community Health and Counseling
  - Community Compass
  - Community Transportation Association of America

- E -
  - Disabled American Vets, Presque Isle
  - Down East Community Hospital
  - Down East Partners for Children and Families
  - Downeast Maine Public Health District
  - Easter Seals of Maine
  - Eastern Area Agency on Aging
  - Eastern Carolina Human Services Agency
  - Eastern Maine CA$H Coalition
  - Eastern Maine Development Corp.
  - Eastern Maine Electric Co
  - Eastern Maine Homecare
  - Eastport Health Center
  - Edy's Place
  - Efficiency Maine
Ellsworth Area Chamber of Commerce
Ellsworth Adult Education
Ellsworth Elementary/Middle School
Ellsworth Lioness Club
Ellsworth Police Department
Ellsworth Rotary
Ellsworth School Department
Emmaus Homeless Shelter
- F -
FairPoint Communications
Families First Community Center
Federal Transit Administration
Finance Authority of Maine
The First
Friends in Action
- G -
Good Shepherd Food Bank
Goodwill – Ellsworth
- H -
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
Hannaford - Ellsworth
Harbor House
Harrington Health Center
Healthy Acadia
Healthy Peninsula
Henry Schein Foundation
Hospice Volunteers of Hancock County
- I -
Indian Township
Internity, Milbridge
Island Community Center
Island Connections
Island Nursing Home
- J -
Jessup Library- Bar Harbor
Jordans Snack Bar
- K -
Knights of Columbus Ellsworth
- L -
Legal Services for the Elderly
- M -
Machias Bay Area Chamber of Commerce
Machias Savings Bank
Maine Coast Memorial Hospital
Maine Coast Memorial Hospital - Southwest Clinic
Maine Collaborative
Maine Community Action Association
Maine Continuum of Care - Balance of State
Maine Council on Aging
Maine Department of Health and Human Services
Maine Department of Agriculture
Maine Department of Transportation
Maine Fair Trade Lobster
Maine Families, Hancock & Washington counties
Maine Military Community Network
Maine Rural Partners
Maine Seacoast Mission
Maine State Housing Authority
Maine State Police
Maine Transit Association
Maine Veterans Home, Machias
Maine Veterans Project
Maine Wellness Association
Mano En Mano
MDI Biological Laboratory
Mighty Women
Mount Desert Island Hospital
Mount Desert Island Nursing Association
- N -
National Association of Mental Illness
Partners, continued

National ABLE Network
New York University
The Next Step
Northern Maine Development Corporation
- O -
Opportunity Alliance
- P –
Passages
Penquis
Pleasant Point Indian Reservation
Preble Street
Public Utilities Commission
- R -
Regional School Union 24
Regional School Union 24 Adult Education
Regional Medical Center of Lubec
- S -
SAGE - Services and Advocacy for LGBT Elders
Salvation Army
Sister Mary O'Donnells Shelter
Social Services & Education Group Trust
Southwest Harbor Police Department
Special Children's Friends
Stanley Subaru
St. Dunstan's Episcopal Church
Sunrise County Economic Council
Swan's Island Electric
- T -
TDS Telcom
Thermal Efficiency Eastport
Tri-State Learning Collaborative
Trenton Health Center
- U -
Unitarian Universalist Church of Ellsworth
Unitarian Universalist Church of Castine
United Way of Eastern Maine
University of Maine at Machias
University of Maine- Augusta RN Program
University of Maine Center on Aging
University of Maine Cooperative Extension
University of Maine-School of Social Work
US Dept of Veteran Affairs
USDA Rural Development
- V -
Veteran Health Services, Togus
Veterans of Foreign Wars, Calais
Veterans of Foreign Wars, Ellsworth
Veterans of Foreign Wars, Harrington
Veteran's, Inc., Lewiston
Village to Village Network
- W -
Wal-Mart Calais
Wal-Mart Ellsworth
Washington Co. Case Resolution Committee
Washington County Children's Program
Washington County Community College
Washington County Commissioners
Washington County Council of Governments
Washington County Food and Fuel Alliance
Washington County Food Pantry Network
Washington County Transition Team
Washington County Homeless Transitional Shelter, Machias
White Birches Motel
Western Maine Community Action
WNSX
WHCA could not do any of the work it does without the support of the communities it serves in the two counties. Thank you to the residents of these towns and cities who have voted to support us at their town meeting, year after year.

Addison
Alexander
Amherst
Aurora
Baileyville
Beddington
Blue Hill
Brooklin
Brooksville
Bucksport
Calais
Castine
Cherryfield
Columbia Falls
Cranberry Isles
Crawford
Cutler
Danforth
Deblois
Dedham
Deer Isle
Franklin
Frenchboro
Grand Lake Stream
Great Pond
Hancock
Jonesport
Lamoine
Lubec
Machias
Machiasport
Mariaville
Milbridge
Mount Desert
Northfield
Orland
Pembroke
Penobscot
Princeton
Sedgwick
Sorrento
Southwest Harbor
Steuben
Stonington
Sullivan
Surry
Swans Island
Topsfield
Tremont
Trenton
Verona
Waltham
Washington County Unorganized Territories
Winter Harbor
Celebrating 50 Years of Community Action Down East

The first meetings of Washington County community members were held in 1965, following the signing of the Economic Opportunity Act by President Lyndon B. Johnson in 1964. From this quiet beginning, the organization now known as the Washington Hancock Community Agency (WHCA) was born. Although the wording has changed over the years, the mission of WHCA has always been to alleviate the condition of poverty through the mobilization of and access to resources, education, and advocacy.

This mission guided WHCA as it first began offering programs and services to the population enduring poverty in Washington County. Initially, with a budget of $25,000, the focus was on overcoming the critical causes of poverty. Within a couple of years the focus included outreach, youth, seniors, and food distribution. By 1970, the Board of Directors noted 5 program areas which were top priority. They were hunger, housing, education, economic development, and health. In 2016 they remain largely unchanged.

For 50 years, WHCA has worked with the communities of the two counties, with partners, and with funders to create programs to alleviate the condition of poverty. Our work has spanned the spectrum from meeting immediate individual and family needs for heat, housing, food, and transportation, to working with individuals to improve their long term financial outlook with job training and business training, to working toward a brighter future for the next generation through early childhood education. We have brought federal programs to Down East Maine and we have developed innovative programs here and shared them with the rest of the state and nation. Our programs have evolved over time as community needs and funding have dictated, but our focus has remained strong.

We have served thousands of individuals and families over the years as they coped with poverty in their lives.

And still, poverty is pervasive Down East. Some would argue that we have failed in our mission. But for those families who are warmer, less hungry; who have an increased capacity to earn a living; those individuals who know that they can call on us for assistance when hard times hit; who can rely on getting where they need to go; who have a safe environment for their aging loved ones; would undoubtedly make the argument that we have, and continue to, alleviate the condition of poverty.
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@whcicap.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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