Annual Report
2008
On August 20, 1964, the Economic Opportunity Act was signed into law by President Lyndon Johnson which began the War on Poverty. Community Action Programs were created to man the front lines in this effort to eliminate poverty in the United States. The Community Action Partnership was established in 1971 as the National Association of Community Action Agencies and now represents 1,000 Community Action Agencies working to fight poverty at the local level. There are 10 Community Action Agencies in Maine, of which Washington Hancock Community Agency is one.

Washington Hancock Community Agency (WHCA) was incorporated in 1966 as a private 501(c) 3 organization. With a mission to “bring community resources together to help people in Washington and Hancock counties achieve self-sufficiency and a better quality of life,” WHCA helps people obtain essential services including: medication assistance; transportation; housing rehabilitation and energy conservation; food, heat and utility assistance; and small business training and technical assistance.

In 2006, WHCA marked its 40th anniversary. We’ve come a long way in four decades. The agency now has five divisions and an annual budget of roughly $8 million. WHCA played a key role in launching 2-1-1, a statewide human services information and referral system. The Heating and Warmth (THAW) Fund now provides heating assistance to more than 100 families each year. Helping Hands Garage has now provided 100 families with reliable transportation. Housing Services has created Expert Energy Solutions to provide weatherization services. Family Resource Center Downeast launched the Medication Assistance Program (MAP) to help families qualify for low-cost or no-cost prescription drugs. In November of 2006, WHCA acquired the former Left Bank Café property in Blue Hill to house a new Adult Day Service Program. A capital campaign for the facility raised over $1 million and Friendship Cottage opened its doors to participants in 2008. In 2007, Down East Business Alliance launched its 30th Incubator Without Walls program to help small businesses succeed.

WHCA’s staff assists thousands of Downeast residents each year and this year was no exception. We assisted 20,344 clients in FY2008. Many of you helped us help others this year and we want to thank you for that. Take a look inside and see what we accomplished together.
Washington Hancock Community Agency
2008 Annual Report

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.

This annual report was produced with the support of a Community Services Block Grant and the Maine Dept. of Health and Human Services. Written and designed by Ellen Hathaway, WHCA Resource Developer, with assistance from WHCA staff. Photos were taken by Anne Ossanna, Sarah Nugent, Ellen Hathaway and others.

Back cover photos: (from left) Flower donated to Friendship Cottage by Rusty Roberts of the Blue Hill Garden Club; WHCA weatherization team works on a house on Mount Desert Island; Sarah and Cathy of Healing Hands offer massages to caregivers at Friendship Cottage; Splash waits patiently for her master. Front cover photos: William Muszala enjoys a sunny spot in the great room at Friendship Cottage; a crew of volunteers washes a car for a Helping Hands Garage fundraiser; farmer Dustin Eirdosh makes yogurt and smoothies at the Smith Family Farm in Bar Harbor; Nichele Fox (shown here with her two daughters) of Moon Dog Farm and Market in Town Hill participated in a Down East Business Alliance’s farmer and food producer project.
2008 has been a year of significant accomplishments and tremendous challenges at WHCA.

After an effort of several years, WHCA was proud and pleased to open Friendship Cottage, an adult day program and caregiver resource center in Blue Hill, in July. Friendship Cottage will become a success under the able leadership of Anne Ossanna. Many people made this project possible. I want to acknowledge the Board of Directors for recognizing the need and accepting the challenge to undertake this project and Joe Perkins who served as the fund-raising manager and oversaw the renovation. There were many volunteers who helped with this project but I need to give special recognition to Gerry Bryan, John Eisenbach and Albie Smith. Thank you.

Helping Hands Garage continues to be a popular and needed program. One hundred families have received affordable reliable vehicles through Helping Hands Garage. The biggest challenge is its popularity. In the coming year we will work to increase the size of the revolving loan pool so that we can help even more families become self-sufficient.

When heating oil prices approached $5 per gallon last summer many of our families, policy makers and politicians were panicking. Yet WHCA did not wait until winter to respond. Staff sprang into action. We convened meetings of our clients, community groups, and leaders to come up with ways in which the local communities could address the heating needs of the families in need. As energy conservation becomes a higher state and national priority, WHCA Housing Services is increasing its capacity to undertake many more weatherization projects.

At WHCA we know that the downturn in the national economy will severely impact the people we serve who are at the bottom of the economic ladder. WHCA will work to lessen the impact on our folks and help them receive the assistance for which they are qualified.

After a two year effort, the Community Needs Assessment Committee has completed the final report and submitted it to the WHCA Board of Directors. The needs assessment relied a great deal on input from many lower-income families in Washington and Hancock counties. It will guide the direction of the agency for the next several years.

WHCA is competently guided by a strong Board of Directors led by President Jack Corrigan. We are also fortunate to have many passionate, committed employees who work diligently to improve the lives of our clients.

-Tim King, Executive Director
On behalf of the Board of Directors of Washington Hancock Community Agency, I am pleased to submit this letter for the 2008 Annual Report. The board honored me last year by reelecting me as the Board President. I am assisted by a very able set of officers including Marianne Moore as Vice-President, Mike Hennessey, Treasurer; and Craig Schoppe as Secretary.

This organization is very fortunate to have board members who have a strong commitment to the agency’s mission to bring community resources together to help people in Washington and Hancock counties achieve self-sufficiency and a better quality of life.

To the board this year I was pleased to welcome Martha Beathem, Betsy Fitzgerald, Del Thomas, and Barbara Arter. We are pleased to welcome back Bernie Sund, and Mike Hennessey who were reappointed to the board and Joan Weber who was appointed to the board after an absence of one year. We were sorry to lose Clover Meserve.

During the past year Board Members David Sanderson, Craig Schoppe, Barbara Arter, and Joan Weber have worked diligently on the Community Needs Assessment. They were assisted by Ellen Hathaway, Keith Small, and Tim King from the WHCA staff. Their final report, submitted to the Board in September, 2008 was superb. It will serve as the basis for the strategic planning of the agency for the next several years.

WHCA provides many valuable services and programs. This year we were particularly pleased with the opening of Friendship Cottage, an adult day service and caregiver resource center. The board knows it is a very much needed community service. We are also pleased with the progress of Helping Hands Garage, a program that makes reliable vehicles available at affordable payments for needy families.

The Board Finance Committee has worked closely with the Executive Director and Finance Director to ensure the fiscal integrity of the agency and to improve the quality of financial information provided to the board. In the coming year, the Finance Committee will work to continue to improve the financial position of the agency.

During the coming year the board will use the completed Community Needs Assessment to focus on developing new strategies and goals for the agency that will take us in some new directions. We are excited by this prospect.

WHCA is blessed to have a staff of employees who are innovative, work hard, and are committed to the mission of the agency. The community is fortunate to have such people. Thank you for your hard work.

In closing I look forward to the coming year, one that I think will be exciting for WHCA and the people they serve.

- Jack Corrigan, President, WHCA Board of Directors
How Did We Help?

- 4,719 LIHEAP clients received heating assistance
- 28 people helped with past due rent
- 9 families provided FEMA assistance
- 3,368 families received low-income electric rates:
  - Bangor Hydro 2758
  - CMP 76
  - EME 534
- 89.59 tons of food delivered to local pantries with a value of $79,386
- 4,247 Life Line families served
- Voucher & Moderate Rehab Section 8 vouchers:
  - 190 vouchers, 8 Mod Rehab
- 23 seniors served by Keeping Seniors Home program
- 213 families received PUC appliance replacements
- 122 households received THAW Fund emergency heating assistance
- 53 households received Keep Me Warm Funds

Who Did We Help?

Vanessa Young is a single mom and even with a full-time job, she finds it difficult to meet expenses without help. She has come to Community Services for heating assistance. When she needed a new furnace, they put her in touch with our Housing Services Division. “From the time I made the phone call to the time the furnace was installed, it was just two weeks,” she says. “I’ve always had a great experience with WHCA.”

Vanessa has a goal to one day start her own bakery. WHCA was able to help her take the first step. She recently completed the Incubator Without Walls program offered through Down East Business Alliance. She received basic business training and received assistance in getting her kitchen licensed. DBA also helped her obtain a small loan to purchase equipment. “Financially I can’t just quit my job and jump in,” she said. She explained that she plans to start small in her home kitchen by baking breads and cookies and build up gradually. One step at a time.

Contact Community Services

Phone: 664-2424 or 546-7544
1-800-828-7544, available 7:30 – noon only
Email: lhardison@whcacap.org

Hours of Operation:
Monday, Thursday, and Friday  7:30 a.m. to 6 p.m.
Tuesday and Wednesday   7:30 a.m. to 4 p.m.
It was a cold night, but it was warm inside the Holiday Inn Conference Center in Ellsworth on February 9 when hundreds of people gathered to enjoy some great food, music and dancing to benefit Washington Hancock Community Agency’s THAW fund.

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

The Night of Warm Hearts was hosted by Alan Grover and Susan Farley of WABI-TV. The duo set the tone for a fun-filled evening and even took the first turn around the dance floor to the music of the Danny Harper Band. That got everyone up on their feet. Congressman Michael Michaud was the guest of honor for the evening.

A delicious dinner was prepared for the event by Chip Butterwick of Chipper’s Restaurant in Hancock, Rick Hanson of Cleonice in Ellsworth, and Frank Pendola of Nostrano in Bar Harbor. Each table had beautiful red roses donated by The Bud Connection in Ellsworth.

How Did We Help?

- 6 jobs created by IWW businesses
- 2 family development savings accounts for business assets opened

**Incubator Without Walls program provided to:**
- 18 businesses in the St. Croix region of Washington County
- 18 Business in the Eggemoggin region of Hancock County
- 15 Businesses from central Washington County
- 17 Businesses from central Hancock County
- 40 business planning workshops provided to IWW businesses
- 1,204 hours of technical assistance provided to IWW businesses
- $7,756 in marketing stipends provided to 21 businesses.
- $1,765 in scholarships stipends provided to 5 businesses.
- $2,000 in lease/purchase loans provided to 4 businesses.

**Tax Preparation:**
- 348 tax returns prepared
- 79 tax preparation appointments made for AARP at Ellsworth Library
- 33 households received Earned Income Tax Credits totaling $40,172

**Farmers Markets**
- The Rapid Market Assessment was performed on 7 Farmers Markets.
- Completed farm and food processing surveys were received from 90 farmers/food producers.
- 610 hours of research were conducted to complete the *Farm-to-Market Access in Washington County Report.*
- 75 hours of technical assistance were provided to farmers and food processors.

**Significant Developments**

DBA developed a valuable partnership with Healthy Acadia to serve farmers, food producers and food consumers.

DBA enrolled 32 micro-businesses in the Incubator Without Walls program.

DBA received funding from the Maine Technology Institute to develop a food processing, storage and distribution plan for Washington and Hancock counties.
Collaborative Partnerships

AARP Tax Aide
Acadian Angus Consulting
Anthony’s Farm
Bangor Savings Bank
Bar Harbor Bank & Trust
Beddington Ridge Farm
Center for Tourism Research and Outreach
Cheryl Wixson’s Kitchen
Coastal Enterprises, Inc.
Cobscook Bay Resource Center
Cooperative Development Institute
Dr. Matthew Highlands Pilot Plant
Eastern Maine Development Corporation
The First
Happy Town Farm
Healthy Acadia
Machias Savings Bank
Maine Coast Sea Vegetables
Maine Department of Agriculture
Painted Pepper Farm
Penquis
Small Business Development Center
Sunrise County Economic Council
Sunset Acres Farm
Tide Mill Organic Farm
Udder View Farm
UM Cooperative Extension
Union Trust Company
University of Maine at Machias
Women’s Business Center
Women, Work and Community

Who Did We Help?

Bonnie and Clyde Foss (yes, those are their real names) are expanding their used furniture store in Washington County, thanks to a loan from Down East Business Alliance. When they were very new at business, they attended an Incubator Without Walls program and learned about marketing, sales tactics and networking. “It was good for somebody who was just getting started,” Bonnie says. “I would recommend IWW to anybody who has a small business.”

After completing the IWW, the Fosses were able to obtain a grant to get DOT signs directing people to their business and to get their vehicle lettered with the company’s information. Bonnie says even local people who hadn’t known about their shop stopped by because they saw the vehicle around town. Now they are working with DBA to obtain a loan to build a 16 foot x 28 foot addition on their shop.

Asked about how people respond to the company name, Bonnie & Clyde’s, Bonnie says the people in her IWW class encouraged them to use it. “We really get a lot of teasing about it, but we don’t mind,” Bonnie says. “It’s easy to remember.”

- Bonnie Foss

Bonnie & Clyde’s Gently Used Furniture in Marshfield

Contact

Down East Business Alliance
664-2424 or 546-7544
ext. 4453
ksmall@whcacap.org
www.downeastbiz.org
How Did We Help?

- 220 children received subsidized child care
- 53 childcare providers received food reimbursements / training
- 651 children received nutritious meals and snacks
- 61 families received child safety seats and instruction
- 301 families received Christmas gifts
- 1 local school participated in the “Baby Think It Over” program
- 4 mandated reporter trainings offered
- 910 books and literacy activities distributed
- 28 providers received literacy training and materials
- 778 patients received medication assistance through DeMAP valued at $307,719

Collaborative Partnerships

ACCESS
Blue Hill Memorial Hospital
Caring Community Collaborative
Child and Family Opportunities
Clear Channel
Community Health & Counseling
Department of Health and Human Services
Down East Health Services
Down East Sexual Assault
Eastern Area Agency on Aging
East Grand Health Center
Family First
Giving Tree Partners - Machias
Harrington Head Start
Harrington Health Center
Hancock County Children’s Council
Local childcare providers
Machias Career Center
Machias Congregational Church
Machias Memorial High School Adult Education
Maine Coast Memorial Hospital
Maine Primary Care Association
(continued...)

Contact Family Resource Center Downeast
Phone: 546-7544 ext. 3311
Email: lcorkins@whcacak.org

...More Partners
Maine Sea Coast Mission
Milbridge Family Medicine
Mount Desert Island Hospital
Muskie School
Parents Are Teachers Too (PATT)
Public Health Nursing
Regional Medical Center at Lubec
St. Croix Health Center
Sumner Adult Education
The Next Step
United Bikers of Maine - Hancock County
United Bikers of Maine - Washington County
University of Maine at Machias
University of Maine Center on Aging
Child Abuse Prevention is a Priority with FRCD

Washington County Council to Prevent Child Abuse and Neglect launched its 2008 campaign in late March at Down East Community Hospital in Machias.

Local children planted a pinwheel garden in flower boxes as a reminder that April is National Child Abuse Prevention Month. There were similar events in other counties around the state and on March 25, members of the Maine State Police relayed a series of puzzle pieces gathered from events all over the state to a rally at the State House in Augusta. There, the pieces were assembled in the Hall of Flags to create a blue ribbon, a symbol for prevention of child abuse and neglect.

Throughout the month, students at Narraguagus High School conducted a teddy bear drive which netted hundreds of stuffed animals, as can be seen in the photo above. FRCD delivered the bears and other cuddly toys to the State Police who distributed them to children in distress they encounter in the course of duty. The project served to raise awareness among young people about the problem of child abuse.

Who Did We Help?

Tamrah Dinesmore of the Regional Medical Center at Lubec has nothing but praise for the Downeast Medication Assistance Program. The DeMAP program helps low-income patients receive prescription drugs at little or no cost. Before DeMAP, Dinesmore says they had a similar program, but they did everything by hand and it took an incredible amount of time. Luann Corkins of WHCA administers the program and helped her get her organization into the system. “Luann set us up with Datanet,” Dinesmore says. “She's just been awesome.” Luann visits about once a week to make sure everything is running well and to provide support.

“We’ve definitely impacted people's lives and improved their health,” Dinesmore says. For example, in September 2008, 50 RMCL patients were enrolled in DeMAP and received 110 prescription drugs at little or no cost for a savings of $14,474. Over the course of a year, DeMAP saves patients over $100,000 at Regional Medical Center at Lubec alone. Added to the other DeMAP sites the WHCA program serves, the savings is over $300,000 per year.

But the financial benefits pale in comparison to the lives saved. Dinesmore said patients with diabetes have come into the center and told their doctors they are not taking their medication because they can’t afford it. Connecting these people with DeMAP ensures that they will have the medications they need to stay healthy.
How Did We Help?

Friendship Cottage opened to participants in July of 2008. (Data shown is only from August and September 2008.)
- 22 caregivers received free respite
- 88 hours of free respite were provided

Adult Day Service Program Census as of September 30, 2008:
- 1 Female, Ellsworth, Section 61
- 1 Male, Surry, Section 61
- 1 Male, Surry, MaineCare
- 2 Females, Blue Hill, Private Pay
- 1 Male, Castine, Private Pay

Caregiver Resource Center:
- 66 hours spent providing support/resources to caregivers
- 16 caregivers attended our first Caregiver Retreat
- 12 massages provided to caregivers
- 4 books on loan from the CRC Lending Library

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
Ellsworth Public Library
Faith in Action Community Connection
Hancock County Home Care and Hospice
HandPrints
Healing Hands
Healthy Peninsula
Hospice of Hancock County
Parker Ridge
Town of Blue Hill
US Department of Veteran Affairs
University of Maine Center on Aging

Significant Developments

In July 2008, Friendship Cottage obtained licensure from the Department of Health and Human Services to provide Adult Day Service to 30 participants. Since that time our census and billable hours have steadily increased. Contracts have been awarded to provide veterans and those with a moderate income the opportunity to receive services at reduced or no cost.

Contact Friendship Cottage
Anne Ossanna, Program Site Manager
Phone: 374-5612
Email: aossanna@whcacap.org
Website: www.friendshipcottage.org
Friendship Cottage is located at 118 Ellsworth Road (Route 172) in Blue Hill.

Hours of Operation:
Monday – Friday 7:30 a.m. – 5:30 p.m.
Who Did We Help?

When I first heard of Friendship Cottage a couple of years ago I knew this was what I was going to need to help care for my wife who has Alzheimer’s Disease. Not long after this, I was asked to be on the Advisory Board. Because of my wife’s disease, I could not leave her alone, so she would accompany me to the board meetings. She was not happy about this, and after the meetings she would usually say she wanted nothing to do with the place.

In July 2008, Friendship Cottage opened for business. As a start, my wife visited to see what things were like. She was impressed, but still not sure she wanted to be there. I then tried leaving her for a couple of hours in the morning, leaving my cell phone on so they could reach me if necessary. The staff was very kind and supportive. They knew she liked coffee, so they would offer her a cup as soon as we got there. She would go off with Lucy to get the coffee and didn’t seem to notice that I would leave.

Since then she goes to Friendship Cottage three times a week most of the time. This has given me a chance to go to the YMCA for exercise, get my hair cut, and do other errands that are easier with her not coming along. When I pick her up she seems happy and tells me she had a good time. I have been very impressed with the dedication and caring of the staff. This makes me comfortable in leaving her with them.

Friendship Cottage has made my life much easier in giving me respite from caring for my wife 24 hours a day. With this help I have hopes that I will be able to care for her at home throughout most, if not all, of her battle with Alzheimer’s Disease. I particularly want to thank Gerry Bryan for his vision and effort in bringing this project to fruition.

~ Dr. Marshall Smith, Blue Hill

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.
How Did We Help?

Service: Value:
73 homes weatherized $139,091
67 new heating systems $181,600
15 oil tanks replaced $26,731
22 refrigerators/freezers replaced $17,143
52 homes repaired $558,343
6 lead abatements $104,996

8 HoMEworks homebuyer education classes

Expert Energy Solutions
EES weatherized a total of 26 structures in the following categories:
21 homes
2 businesses
1 apartment complex
2 church/library/non-profits
EES crews blew in 14 tons or 28,250 pounds of insulation
Total Project Costs: $98,500

Significant Developments

Housing Services is partnering with the Town of Milbridge, which was awarded a CDBG Housing Assistance grant for $250,000, to rehabilitate 18 homes in Milbridge.

Expert Energy Solutions, a for-profit venture of WHCA, showed a profit for the last quarter of the year.

A new service of Foreclosure Counseling Services is now available for any homeowner dealing with foreclosure of their home.

Contact Housing Services
Phone: 546-7544 ext. 3318
or 664-2424, ext. 3383
Email: dstruck@whcacap.org

Contact Expert Energy Solutions
Phone: 546-7518
Email: energysavings@whcacap.org
Website: www.whcacap.org/energysavings

Collaborative Partnerships

Central Maine Power Co.
Eastern Maine Development Corp.
Hancock County Planning Commission
Maine Sea Coast Mission
Neighbors Helping Neighbors
Who Did We Help?

Michael Matarazzo’s home in Lubec was weatherized by WHCA’s crew. They caulked where needed, did repairs in the chimney area and blew in insulation. Overall, the crew spent about a week on the project.

“They did a really good job,” Matarazzo says. “We haven’t had to play with the thermostat at all. The hallway was really cold and now it’s not.”

Matarazzo said he has noticed a big difference in the bathroom where the venting was improperly installed so that cold air poured down from the attic. The crew fixed that and now the bathroom is comfortable. Matarazzo said, “They really worked hard and they did an excellent job.”

Expert Energy Solutions

Expert Energy Solutions, a Washington Hancock Community Agency for-profit enterprise, conducts energy audits with state-of-the-art equipment. Licensed energy auditors perform fee-for-service audits regardless of household income. With the use of an infrared camera, areas of heat loss are detected allowing us to pinpoint weatherization improvements that save money on home energy bills.

Contact EES at 546-7518
Transportation Services

How Did We Help?

Transportation Services assisted 3,341 clients this year.

178,252: Total number of trips made this year
1,409,059: Miles logged by volunteer drivers
152,147: Non-emergency MaineCare trips
13,559: Supervised workshop trips
5,323: DHHS family reunification trips
1,931: DHHS Low-Income Medical and Shopping trips

Helping Hands Garage
41 Financial Literacy Classes
41 clients obtained low-cost vehicles

Collaborative Partnerships
Blue Hill Penninsula Transportation Committee
Eastern Maine Transportation Collaborative
Hancock County Case Resolution Committee
Local healthcare providers and municipalities
Maine Transit Association
United Way of Eastern Maine
University of Maine Center on Aging
US Dept. Health & Human Services – CMM
Washington County Case Resolution Committee
Washington County – One Community

Significant Developments

Helping Hands Garage reached 100 clients it has served since 2006.

Volunteer drivers logged nearly 1.5 million miles transporting clients to essential appointments.

Contact Transportation Services

Contact us for ride information:
Phone: toll-free 1-877-DRIVEYOU (1-877-374-8396)
local: 667-0012 or 546-7547
Email: crobbins@whcacap.org

For general inquiries:
Phone: 664-2424 or 546-7544, ext. 4410 or 4419
Email: lbelfiore@whcacap.org
Mailing Address: PO Box 299, Ellsworth, ME 04605
Physical Address: 248 Bucksport Rd., Ellsworth

Hours of Operation:
Phones are open 6:30 a.m. to 5 p.m.
Lobby hours are 7:30 a.m. to 4 p.m.

Contact Helping Hands Garage
Tom Conlon, Program Manager 667-4763
Email: tconlon@whcacap.org
April Morse Receives Self-Sufficiency Award

Helping Hands Garage began in the summer of 2005 to assist low-income working people with the purchase of reliable, used vehicles. In just three years, HHG has grown to serve nearly 100 clients and now has a waiting list of people seeking vehicles.

When April Morse came to us in June 2007, she was homeless and driving a car with over 200,000 miles on it. She applied to Helping Hands Garage and wrote in her application, “The car I have is about to die and is not fixable, a hazard. And I need to get to work.” She noted that her ex-husband is a “semi driver and he has all his driving buddies on the look out for the car I use now. Please help!”

The staff at HHG helped April purchase a 1998 Malibu. She has been able to take several home care jobs and is currently applying for full-time employment. She is a student at Calais Technical College, studying childhood education.

April says of HHG, “It came just in time. I couldn’t ask for better.” When asked what happened to her old car, she said, “I sold it for parts and it helped me make one of my payments.” This year, April received WHCA’s Self-Sufficiency Award at our annual dinner in October.

Who Did We Help?

An anonymous client sent this letter:

To the wonderful people at WHCA
You guys deserve an applause at the least. I don’t know what I would do without WHCA! Even at times I don’t expect to be able to get a ride on short notice. You guys manage to arrange it. THANK YOU SO SO SO much for your Service! All of you are friendly and pleasant on the phone and I’ve never been disappointed by WHCA. Most of the drivers are great and just wanted you guys to know I appreciate you immensely. What a group of wonderful people providing a needed and wonderful service!

Thanks again!

Transportation Services Director Linda Belfiore and April Morse at the WHCA Annual Dinner.
2008 Funding Partners

Bangor Savings Bank
Bar Harbor Banking & Trust
The Betterment Fund
Eastern Maine Funders
Federal Emergency Management Authority
Finance Authority of Maine
Insurance companies
JTG Foundation
Machias Savings Bank
Maine Breast and Cervical Cancer Program
Maine Community Foundation
- Hancock County Fund
- Washington County Fund
- Belvedere Fund
- Anonymous Donor
Maine Dept. of Economic and Community Development
Maine Dept. of Environmental Protection
Maine Department of Health and Human Services
- Behavioral and Developmental Services
- Community Services Block Grant
- Community Services Center
- MaineCare
Maine Dept. of Transportation
Maine Health Access Foundation
Maine State Housing Authority
Maine Technology Institute
Penquis
Reading is Fundamental (RIF)
School Unions
Thomas H. Maren Foundation
Union Trust/Camden National Bank
U.S. Dept. of Agriculture
- Rural Development
U.S. Dept. of Health and Human Services
- Community Economic Development
- Medicaid
U.S. Dept. of Transportation
- Jobs Access and Reverse Commute Program
- Rural Transportation Program
United Way of Eastern Maine

Thanks to all our local towns and municipalities and to hundreds of generous individuals for your support of WHCA and its programs.

MTI President Betsy Biemann (center) presents a simulated “check” to WHCA Executive Director Tim King at a ceremony to announce the award of $50,000 to DBA to study the feasibility of a shared food storage, processing and distribution system for farmers and food producers. Picture from left are: Department of Economic and Community Development Commissioner John Richardson, Paul Volckhausen, Carly DelSignore, DBA Director Keith Small, Betsy Biemann, WHCA Board President Jack Corrigan and Tim King.

DBA received a $5000 grant from the Bangor Savings Bank Foundation as match for the MTI grant. (See above.) In the photo are Elizabeth Sprague of DBA, Blaine Jones of BSB, Keith Small of DBA, Rose White of BSB and Tim King.

Down East Business Alliance Director Keith Small accepts a check from Melissa Moffett-Huntress of Machias Savings Bank to launch DBA’s Business Energizer Loan Program.
Thank You for Helping WHCA Help Others

Eleanor West, director of Community Services at Washington Hancock Community Agency, accepts a check for $7,500 from Ryan Chaytors, development manager at First Wind Energy, to assist local residents with heating costs this winter. Photo courtesy Penquis

The Heating and Warmth Fund will be able to help more people in Washington County, thanks to a generous donation from Maine Community Foundation. A formal presentation was made on November 6 in Milbridge. WHCA’s Executive Director Tim King (far left), Scott Whitney and Cherie Galyean of Maine Community Foundation (center) and Eleanor West (far right), Director of Community Services for WHCA were present. Maine Community Foundation also supported several other WHCA programs, including DBA’s Farmers Market Assessment project.

United Way President John Kuropchak and Vice President Kathy Crossman attended WHCA’s Annual Dinner. They are joined by Maine State Representative Rob Eaton (seated on the right). United Way supports the Helping Hands Garage program.

Kelly Dean presents THAW Fund Chair Joe Perkins with an envelope full of money she raised at a benefit in Northeast Harbor to provide emergency heating assistance through The Heating and Warmth Fund. Dean was one of several who organized fundraisers for THAW this year. Others included Café Blue Fish owner Bonnie Lynn Hutchins, the Unitarian Universalist Church of Ellsworth, and Blessed Kateri Tekakwitha Parish in Calais.
Healthy Acadia was recognized this year as WHCA’s Partner of the Year. A community-based health coalition organized in 2001, Healthy Acadia has a mission of empowering people and organizations in the region to build healthy communities. One of their priorities is to increase broad access to healthy foods through a sustainable local food system. Their work is grounded in a community food security approach which seeks to build up community assets and resources in order to better meet the food needs of all community members.

Down East Business Alliance began partnering with Healthy Acadia with the Maine Technology Institute Cluster Enhancement project to develop a food storage/processing/distribution network for Down East Maine. The collaboration continues with a USDA Community Food Project to bring local foods into local institutional settings. In designing these projects, Healthy Acadia has displayed a level of collaboration and cooperation beyond what might be expected. They have gone the extra mile to provide additional staffing and other resources to increase both projects’ viability.

Congressional Visitors

In August, US Senator Susan Collins visited Ellsworth to meet with small business owners who are DBA Incubator Without Walls graduates. Shown here are Down East Business Alliance Director Keith Small, Senator Collins, Tim King, Joe Perkins and Jeff Ackerman.

World War II veteran Bill Crofoot (left) shared his war scrapbook with Congressman Michael Michaud at Friendship Cottage during a visit celebrating Veterans Day. Friendship Cottage is licensed to accept veterans in its Adult Day Service Program.
Award Winning People

Employee of the Year Award:

When you look at Cheryl Robbins’ desk, you can tell she is a busy person. Cheryl is Transit Manager for the Transportation Services Division. She started as an intake staff person 9 years ago. She’s in charge of intake, dispatch and driver staff and indirectly, volunteer drivers. She is on the Employee Team and volunteers for ad hoc committees whenever asked. Transportation Director Linda Belfiore says, “Cheryl is a knowledgeable and dependable supervisor who has worked with staff, providers, Maine DOT and the public. She donates many hours of personal time to WHCA working to give the best service we can with the resources we have available.”

Volunteer of the Year Award:

Many people know Michael Povich as District Attorney. Along with his staff, he fights to keep our communities safe and to make sure people obey the laws. Other people know Michael as the piano player in the Fletcher’s Landing Philharmonic. The group is best known for its charity performance at the Ellsworth Rotary’s Annual Blueberry Pancake Breakfast. A select few also know Michael as the auctioneer at WHCA’s annual auction to benefit SeniorSafe. Michael’s wise-cracks and jokes are entertaining, but also serve to up the bids on each item. With Michael’s help, we are able to raise thousands of dollars each year to build access ramps, install railings and hand grips and dozens of other improvements in the homes of local senior citizens to reduce the risk of falls and injuries.

Ethel Schwalbe Award:

Craig Schoppe is currently secretary for WHCA’s Board of Directors. He is an elected/appointed representative from Hancock County. Craig served on the Needs Assessment Committee which took on a two-year task to find out what low-income people in our area need, how well their needs are currently being met and to find out what suggestions they have for future programs and services. Craig will continue this important work by serving on the committee to develop a strategic plan for the board based on these findings.

Ethel Schwalbe served on WHCA’s board for nine years in the 1990s. She is remembered as a tireless advocate for the poor. The Ethel Schwalbe award is presented to a member of the Board of Directors who has provided exceptional board service.

Ethel Schwalbe Award Winners:

<table>
<thead>
<tr>
<th>Year</th>
<th>Winner</th>
</tr>
</thead>
<tbody>
<tr>
<td>1997</td>
<td>Ethel Schwalbe</td>
</tr>
<tr>
<td>1998</td>
<td>Patricia Huston</td>
</tr>
<tr>
<td>1999</td>
<td>Al DiMarco</td>
</tr>
<tr>
<td>2000</td>
<td>Joan Weber</td>
</tr>
<tr>
<td>2001</td>
<td>Clover Meserve</td>
</tr>
<tr>
<td>2002</td>
<td>Henry Dowling</td>
</tr>
<tr>
<td>2003</td>
<td>Tom Potter</td>
</tr>
<tr>
<td>2004</td>
<td>Roger Woodworth</td>
</tr>
<tr>
<td>2005</td>
<td>Larry Barker</td>
</tr>
<tr>
<td>2006</td>
<td>Jack Corrigan</td>
</tr>
<tr>
<td>2007</td>
<td>David Sanderson</td>
</tr>
<tr>
<td>2008</td>
<td>Craig Schoppe</td>
</tr>
</tbody>
</table>
Changes in unrestricted net assets:

<table>
<thead>
<tr>
<th>Description</th>
<th>2008</th>
<th>2007</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenues and gains:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Direct state contracts</td>
<td>$3,858,881</td>
<td>$4,976,791</td>
</tr>
<tr>
<td>Direct federal contracts</td>
<td>$90,498</td>
<td>$71,151</td>
</tr>
<tr>
<td>Other contracts</td>
<td>$585,361</td>
<td>$367,211</td>
</tr>
<tr>
<td>Program revenue</td>
<td>$242,489</td>
<td>$203,150</td>
</tr>
<tr>
<td>Program reimbursements</td>
<td>$2,499,148</td>
<td>$2,219,413</td>
</tr>
<tr>
<td>Donations</td>
<td>$238,098</td>
<td>$168,524</td>
</tr>
<tr>
<td>Gain on sale of agency property</td>
<td>$-</td>
<td>$64,078</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>$115,197</td>
<td>$204,623</td>
</tr>
<tr>
<td><strong>Total unrestricted revenues and gains</strong></td>
<td><strong>7,629,670</strong></td>
<td><strong>8,274,941</strong></td>
</tr>
<tr>
<td>Net assets released from restrictions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Satisfaction of program restrictions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Expiration of time restrictions</td>
<td></td>
<td>(18,760)</td>
</tr>
<tr>
<td><strong>Total net assets released from restrictions</strong></td>
<td></td>
<td>(18,760)</td>
</tr>
<tr>
<td><strong>Total unrestricted revenues, gains, and other support</strong></td>
<td><strong>7,629,670</strong></td>
<td><strong>8,256,181</strong></td>
</tr>
</tbody>
</table>

Expenses and losses:

<table>
<thead>
<tr>
<th>Description</th>
<th>2008</th>
<th>2007</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administration management and general</td>
<td>651,277</td>
<td>508,552</td>
</tr>
<tr>
<td>Transportation</td>
<td>2,729,318</td>
<td>2,409,135</td>
</tr>
<tr>
<td>Housing</td>
<td>1,432,113</td>
<td>1,455,544</td>
</tr>
<tr>
<td>Down East Business Alliance</td>
<td>434,288</td>
<td>186,925</td>
</tr>
<tr>
<td>Family Resource Center Downeast</td>
<td>693,361</td>
<td>1,353,521</td>
</tr>
<tr>
<td>Community Services</td>
<td>1,552,509</td>
<td>1,663,364</td>
</tr>
<tr>
<td>Expert Energy Solutions</td>
<td>130,782</td>
<td>236,008</td>
</tr>
<tr>
<td>Friendship Cottage</td>
<td>80,401</td>
<td>62,299</td>
</tr>
<tr>
<td>Administration all other</td>
<td>51,103</td>
<td>381,943</td>
</tr>
<tr>
<td><strong>Total expenses and losses</strong></td>
<td><strong>7,755,152</strong></td>
<td><strong>8,257,291</strong></td>
</tr>
</tbody>
</table>

Total change in unrestricted net assets: (125,483) (1,110)

Changes in temporarily restricted net assets:

<table>
<thead>
<tr>
<th>Description</th>
<th>2008</th>
<th>2007</th>
</tr>
</thead>
<tbody>
<tr>
<td>Donations</td>
<td>13,150</td>
<td>311,198</td>
</tr>
<tr>
<td>Net assets released from the expiration of program restrictions</td>
<td>11,912</td>
<td>-</td>
</tr>
<tr>
<td>Net assets released from the expiration of time restrictions</td>
<td>(31,271)</td>
<td>18,760</td>
</tr>
<tr>
<td><strong>Total change in temporarily restricted net assets</strong></td>
<td>(6,208)</td>
<td>329,958</td>
</tr>
</tbody>
</table>

Changes in permanently restricted net assets:

<table>
<thead>
<tr>
<th>Description</th>
<th>2008</th>
<th>2007</th>
</tr>
</thead>
<tbody>
<tr>
<td>Miscellaneous</td>
<td></td>
<td>(23,270)</td>
</tr>
<tr>
<td>Net assets released from the satisfaction of program restrictions</td>
<td></td>
<td>-</td>
</tr>
<tr>
<td><strong>Total change in permanently restricted net assets</strong></td>
<td></td>
<td>(23,270)</td>
</tr>
</tbody>
</table>

Change in net assets (note 6B)

<table>
<thead>
<tr>
<th>Description</th>
<th>2008</th>
<th>2007</th>
</tr>
</thead>
<tbody>
<tr>
<td>(131,691)</td>
<td></td>
<td>305,578</td>
</tr>
</tbody>
</table>

Net assets - October 1

<table>
<thead>
<tr>
<th>Description</th>
<th>2008</th>
<th>2007</th>
</tr>
</thead>
<tbody>
<tr>
<td>$2,391,662</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Net assets - September 30

<table>
<thead>
<tr>
<th>Description</th>
<th>2008</th>
<th>2007</th>
</tr>
</thead>
<tbody>
<tr>
<td>$2,259,971</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Unaudited Totals
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 am to 4:00 pm.

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.whcacap.org

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

Down East Business Alliance: (located in Ellsworth) 664-2424, ext. 4453
Email: dba@whcacap.org

Family Resource Center Downeast: (located in Milbridge)
546-7544, ext. 3311 or 664-2424, ext. 3311     Email: lcorkins@whcacap.org

Finance Division: 664-2424
248 Bucksport Road, PO Box 299, Ellsworth, ME 04605

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

Helping Hands Garage: Monday through Friday 8:00 a.m. to 3:30 p.m.
667-4763     Email: helpinghands@whcacap.org
Located at 305 Bucksport Road, Ellsworth, ME 04605

Housing Services: (located in Milbridge) 546-7544 ext. 3318     or 664-2424, ext. 3318
Email: dstruck@whcacap.org

Transportation Services: (located in Ellsworth) Open weekdays 6:30 am - 5:30 pm.
Rides: 664-0012 or 546-7547     local calls or 1-877-374-8396 non-local
Email: crobbins@whcacap.org
General Inquiries: 664-2424 or 546-7544, ext 4410 or 4419 Email: lbelfiore@whcacap.org
Washington Hancock
Community Agency
2 Maple Street, PO Box 280
Milbridge, Maine 04658-0280