

WHCA

Helping People, Changing Lives Since 1966.



Washington Hancock Community Agency

Annual Report 2009

The WHCA Story



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 National Association of Community Action Agencies 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.

WHCA is a non-profit Community Action Program founded in 1966 and incorporated as a private 501(c) 3 organization in 1972. 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 a variety of services including transportation; housing rehabilitation and energy conservation; food, heat and utility assistance; and small business training and technical assistance.

In 2009, WHCA experienced a marked increase in demand for services. The number of people who applied for Low Income Home Energy Assistance Program benefits went from 4,719 in 2008 to 6,004 in 2009. Housing Services more than doubled the number of homes weatherized. The number of clients Transportation Services assisted increased by nearly 500. Friendship Cottage tripled its enrollment in the adult day service program. In all, we provided more than 25,000 services to clients.

We also added new employees and new services in 2009. We now have a Family Assistance Advocate to help people navigate the system and get the services they need and a Housing Retention & Stability Specialist to help prevent homelessness in the two counties. Down East Business Alliance has a new Small Business Coordinator with an office in Calais and a new Loan Officer to assist small businesses.

In order to accomplish all we did in 2009, we relied on the support of our funding partners, collaborators, elected officials and individual donors. We couldn't have done it without you. Thanks for helping to make 2009 a great year for WHCA.

Washington Hancock Community Agency 2009 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 and funding from the American Recovery and Reinvestment Act. 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.

Cover photo: Marjorie Smith embraces a young visitor at Friendship Cottage, WHCA's adult day service program in Blue Hill.



Executive Director's Report

The economic recession of 2009 was difficult for many families but it was often harder for those with the least to lose. Many families in poverty or working families confronting poverty for the first time found themselves in situations that were unthinkable only a year ago. No heat, no food, facing imminent eviction or foreclosure, unable to pay for gas to get to work, or medicine for a sick family member are everyday challenges for those in or near poverty. For many the last lifeline is Washington Hancock Community Agency.

With funding from the federal government through the Economic Stimulus Package, WHCA has stepped up its efforts to assist these families in need. A Family Assistance Advocate was hired and, with the targeted use of Family Crisis Support Funds and local donations, more than 350 families were assisted over the past year.

The problem of homelessness would not seem to be a problem in a county as rural as Washington County. In response to a request from WHCA, many organizations in Washington County have come together to discuss this problem and ways to address it. They represented local government (county and municipal), state government, non-profit service organizations, churches, and numerous interested members of the community. Now formalized as the Washington County Homelessness Prevention Coalition, the group discovered that not only does a homelessness problem exist but it is a chronic challenge for a number of families in the area. WHCA took a lead role in obtaining a grant to fund a Housing Retention & Stability Specialist and meet the needs of the families in Washington and Hancock counties.

Friendship Cottage, the adult day program and caregiver resource center in Blue Hill has been a tremendous success. Now with 20 active participants, Friendship Cottage provides the participants with a caring, familiar environment and meaningful activities. It also provides the family caregivers with a wonderful opportunity for respite.

An effective organization always needs to be undergoing a process of self-assessment. During the past year WHCA conducted a formal internal self-assessment called Pathways to Excellence. The results from this assessment will provide the basis to improve WHCA as an organization so that we can better serve our clients.

As we have for many decades WHCA stands ready to help the neediest of the needy, the poorest of the poor. And WHCA will be there for those in need in the decades to come.



-Tim King, Executive Director

Board of Directors



WHCA's Board of Directors:(left to right) Board President Jack Corrigan, Norma Harrop, Barbara Arter, Betsy Fitzgerald, Janice Howard, Craig Schoppe, Marianne Moore, Joan Weber, Amanda Ashe, Del Thomas, Chris Lyford, Martha Beathem and David Sanderson. Not Pictured: Barbara Drisko, Cindi Kimball, and Bernie Sund.

President's Report

The Board said a reluctant goodbye to several loyal members this year. Barbara Drisko retired from the Board in July after serving three consecutive terms, nine years in all. Chris Lyford chose not to seek re-election after serving one term and Cindi Kimball resigned. Amanda Ashe joined the board for her first term. We thank Barbara, Chris and Cindi for their dedicated service and welcome Amanda to the team.

One of our most exciting projects this year was the Pathways to Excellence. We decided to conduct an internal assessment of our current organizational status utilizing the Pathways format, which is the standard of excellence for Community Action Programs. We looked at everything from how we answer the phones to how we develop our strategic plan. We now have a document that outlines how we are doing now and points us in the direction of how to make improvements for the future.

We also crafted a bold strategic plan that puts us in the forefront of economic development activities in the two counties. We now have an office in Calais which will enable WHCA to offer training to start-up and emerging small businesses in the area through our signature Incubator Without Walls program. Our long term goal is to help create more good jobs with benefits for Down East Maine people.

As part of the strategic plan, our Board's Public Policy Committee will become more active in advocating on issues that impact the agency's mission and the families we serve. We will also endeavor to improve our customer service with a goal to improve efficiency and effectiveness. We have already revamped the phone system and streamlined the application process for heating assistance. And we will continue to make improvements as we go along. We expect 2010 to be an exciting year for WHCA.

-Jack Corrigan, WHCA Board President



Community & Family Services

The Numbers

- 6004 LIHEAP clients served
 - 7 People helped with past due rent
 - 8 Families received FEMA assistance
- Families who received electric low income rates:*
- Bangor Hydro 5396
 - CMP 84
 - EME 516
 - Food delivered to local pantries: 106.2 tons of food worth \$113,038
 - Life Line families: 4,803
 - Voucher & Moderate Rehab Section 8 vouchers: 172 vouchers, 6 Mod Rehab
 - Seniors served by Keeping Seniors Home program: 16
 - Families who received PUC appliance replacements: 800
 - Households that received THAW Fund emergency assistance: 384
 - Households that received Keep Me Warm Funds: 216

The 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 Telecom
- Union River



Sharrie Curtis is the first person clients meet when they visit Community & Family Services in our Ellsworth office.

Contact Community & Family Services

Phone: 664-2424 or 546-7544

1-800-828-7544, available 7:30 – noon

Email: lhardison@whcacap.org

Hours of Operation:

Monday through Friday 7:30 a.m. to 4 p.m.

Significant Developments:

Community & Family Services processed 6,004 Low-Income Home Energy Assistance Program applications in FY2009.

The Heating and Warmth Fund (THAW) served nearly 400 families during FY2009.

Community & Family Services hired a Family Assistance Advocate and a Housing Retention & Stability Specialist with funding from the American Recovery & Reinvestment Act.



Letter from a client...

WHCA
Main Office

RECEIVED
2/11/09
FEB 19 2009

To whom it May Concern WHCA WHCA

I wish to thank your organization for helping me get heat and water back into my home in Vassboro enabling me to continue to live their close to my grandchildren, family, and friends as long as my health will allow instead of a nursing home.

My home is hard-wooded accidentally and in my wheelchair I can still get around some. I was able to supervise my 5 and 7 year old grand kids make cookies the other day. They spend alot of time at home with them and that means so much to me. With out your help I would be alone in a home.

Yours truly
Herminth Mason

Keeping Warm...



Susan Farley sorts coats for distribution during the winter months as part of the Winter Wear project. WHCA joined the effort along with Maine Sea Coast Mission, Child & Family Opportunities and other nonprofits to find winter coats for people in Washington and Hancock counties. Coats, hats, snow pants, mittens and other warm items were collected, sorted, cleaned and distributed to hundreds of adults and children.

A Visit from the Oil Fairy

Sometimes a helping hand has to be an anonymous hand. Sometimes pride, respect for privacy, confidentiality protocol and HIPAA laws get in the way of neighbor helping neighbor, but that doesn't mean people stop helping. This is a true story of Carol and Mary; those just aren't their real names.

Carol was in the grocery store this winter when she saw Mary. Mary had been fighting a battle with cancer that had gone into remission, but on this day, Mary didn't look her usual self. She was wearing a scarf on her head and Carol sensed this meant the cancer had returned. The two women talked a little bit and finally Mary acknowledged that her cancer had come back and she had started a new round of treatments, once a week for nine weeks. Mary didn't qualify for MaineCare, which would have paid for the treatments and transportation to the appointments, but she had come up with a solution. If she turned her thermostat down between 48 and 50 degrees, she'd save enough on heating her home to pay her medical expenses.

This story might have ended with Carol leaving the store just feeling sad. But Carol works for Washington Hancock Community Agency. She came back to the office and arranged for \$400 worth of oil to be delivered to Mary's home. The next time she saw Mary, she was greeted with a wide smile. Mary told Carol about the magic oil delivery and asked if she had anything to do with it. Carol replied, "It must have been the oil fairy." Mary thanked her, knowing full well that Carol had arranged the delivery.

The money for the oil came from The Heating and Warmth Fund, a fund created by WHCA to help people with low incomes who have difficulty paying home energy bills. While THAW fund donors are anonymous to people like Mary, we appreciate their part in this story.

Because of donations to THAW we were able to help Mary and hundreds of others in 2009.





Down East Business Alliance



These recent IWW graduates are (from left) Sue Walsh, Nicolas Lindholm, Larry Laidler, Vanessa Gray, Rob Hutchinson, Betsy Webster, John Horton, Jen Waugh, Lynn Cottrell, Dan Brown, Peter Waugh with Small Business Coordinator Jeff Ackerman.

The Numbers

Financial Assistance:

- 2 family development savings accounts were opened; \$810 was saved and matched by \$2,530
- 11 business loans totaling \$36,300

Incubator Without Walls training provided to:

- 20 businesses participated in the IWW program
- 31 business planning workshops provided to IWW businesses
- 560 hours of technical assistance was provided to businesses.
- 12 businesses received stipends totaling \$5,770
- 336 tax returns prepared
- 65 households accessed \$75,800 in Earned Income Tax Credits

Farmers and Food Producers:

- 4 farmers' market assessments
- 90 farmers and food producers and 17 institutions were surveyed as part of DBA's Food/Farm Cluster Project
- 80 farmers' market vendors and community members attended the first Maine Farmers' Market Convention

Significant Developments

Our first Maine Farmers' Market Convention was a big success.

DBA completed an extensive study of the food/farm cluster in Washington and Hancock counties compiled in the "Down East Farm and Food Cluster Project; Farm-to-Cafeteria: New Markets, New Opportunities" report.

We enrolled 20 business in IWW.

We added 2 income tax preparation sites - Friendship Cottage in Blue Hill and Island Community Center in Stonington.

We doubled the number of households receiving Earned Income Tax Credit from previous year.

Contact

Down East Business Alliance

664-2424 or 546-7544

Extension 4453

ksmall@whcacap.org

www.downeastbiz.org

Small Business; Great Ideas

Dr. Brooke Ligon, CEO of Mitokine Bioscience, and her operations manager, Steve Sjoberg, enrolled in the Incubator Without Walls program of the Down East Business Alliance in 2008.

"This seminar setting, shared with ten other entrepreneurs over twelve weeks, was an effective crucible to sharpen business planning, marketing, and practical management principles," Brooke says.

Mitokine Bioscience was incorporated in the summer of 2006 and established its operations in Hancock. The firm now has one full-time and three part-time employees.

The company is working to develop a critical new treatment for diabetes. Brooke says they focused on diabetes because the disease affects 24 million children and adults and it is also very expensive to treat. To illustrate she says, "Diabetes debits the economy \$174 billion per year in medical costs."

Through a Small Business Innovative Research Award from the National Institutes of Health of \$277,000, the biotech firm is currently partnering with the School of Veterinary Medicine at Purdue University to conduct a study of companion dogs diagnosed with diabetes. These studies are a necessary step to approaching the FDA for a new diabetes treatment for humans. Human trials could begin as early as 2011.



Senator Susan Collins, Brooke Ligon and Steve Sjoberg



Collaborative Partnerships

Acadian Angus Consulting
American Association of Retired Persons
Center for Tourism Research and Outreach
Cheryl Wixson's Kitchen
Coastal Enterprises, Inc.
Cooperative Development Institute
Dr. Mathews Highland Pilot Plant
Eastern Maine CASH Coalition
Eastern Maine Development Corporation
Friendship Cottage
Happytown Farm
Hancock County Transition Team
Healthy Acadia
Heart of Maine RC&D

Island Community Center, Stonington
Maine Coast Sea Vegetables
Maine Department of Agriculture
Painted Pepper Farm
Penquis
Small Business Development Center
Sunrise County Economic Council
Tide Mill Organic Farm
Udderview Farm
University of Maine Cooperative Extension
University of Maine at Machias
Vacationland Resources Committee
Washington County Career Center
Washington County Transition Team



Family Resources

The Numbers

- 49 childcare providers received food reimbursements / training
- 656 children received nutritious meals and snacks
- 125 families received child safety seats and instruction
- 389 individuals received Christmas gifts from Christmas for Kids & More
- 2 local schools participated in the “Baby Think It Over” program
- 4 mandated reporter trainings offered
- Two 7-week parenting class series offered to 16 participants

The Partners

ACCESS

Bangor Savings Bank
 Blue Hill Hospital
 Bryant E. Moore School
 Calais Regional Hospital
 Caring Community Collaborative
 Child & Family Opportunities
 Clear Channel
 Community Health & Counseling
 Department of Health and Human Services
 Down East Health Services
 Downeast Partners for Children and Families
 Down East Sexual Assault
 Downeast Community Hospital
 Down East Health Services
 Downeast Family YMCA
 Eastern Area Agency on Aging
 East Grand Health Center
 Family First
 Giving Tree Partners - Machias
 Gouldsboro Health Clinic
 Hancock County Sheriff’s Department
 Harrington Head Start
 Harrington Health Center
 Hancock County Children’s Council
 JMG United
 Local childcare providers
 Machias Career Center
 Machias Congregational Church
 Machias High School Adult Education
 Maine Child Abuse Prevention Councils
 Maine Children’s Trust
 Maine Coast Memorial Hospital
 Maine Primary Care Association
 Maine Sea Coast Mission



Channing Jessiman cuddles up to a “Baby Think It Over” doll.

Significant Developments

A grant from JMG United made it possible to offer the Baby Think It Over Program in Washington County. Even with a significant cut in funding from the State we were able to continue to provide and expand much needed parenting classes throughout Washington County due to grants from Ronald McDonald Charities and Maine Community Foundation.

...More Partners

Maine State Police
 Marden’s
 Milbridge Family Medicine
 Mount Desert Island Hospital
 Muskie School of Public Service
 Parents Are Teachers Too (PATT)
 Public Health Nursing
 Regional Medical Center at Lubec
 St. Croix Health Center
 Sumner Adult Education
 The Next Step
 Tradewinds Market of Blue Hill
 United Bikers of Maine - Hancock County
 United Bikers of Maine - Washington County
 United Way of Eastern Maine
 University of Maine at Machias
 University of Maine Center on Aging
 US Fish and Wildlife Service
 Washington County Council to Prevent Child Abuse
 Washington County Local Children’s Cabinet

Family Assistance Advocate

As a result of the Recovery Act, WHCA has been able to create a Family Assistance Advocate position to better connect clients with services. Susan Farley was hired several months ago and is already making a difference in the lives of people in Washington and Hancock counties.

To date, 135 clients have come to her for help with everything from phone numbers to total house renovation. She began her outreach efforts by visiting town offices, food pantries, civic and social service organizations to make a personal connection. She compiled a list of resources in the area so that when she gets a phone call for help, she knows where the person can get what they need.

Beyond simple referrals, Susan has been able to intervene in a variety of crisis situations.

The most dramatic case was a house in Southwest Harbor with a leaky roof. A family was living in a house where the roof had been leaking so long, it had made the upstairs of the home uninhabitable. The ceiling in the kitchen had collapsed and there was mold growing on some of the walls. To keep warm, they were stringing together extension cords to run electric heaters which was overburdening the electrical system and creating a fire hazard.

Susan was able to get a local roofer to replace the roof at below cost. She organized a group of volunteers to clean up the work site and help with sheet-rocking. She even pitched in herself. The community was inspired to help and friends, family, fire department members, local business people, and community organizations all pitched in to renovate the home so that the family now sleeps in newly sheetrocked bedrooms and cooks on a safe, new stove.



The Southwest Harbor house before renovation began.

Homelessness Prevention

Thanks to the American Recovery and Reinvestment Act, Washington Hancock Community Agency now has a staff person and funding to help prevent homelessness in Washington and Hancock counties. Bobbi Harris is our new Housing Retention & Stability Specialist. MaineHousing, which manages the funding for the project, has provided trainings in the processes and procedures for intake and management of homelessness cases. WHCA is engaged in outreach activities with the Washington County Homelessness Prevention Coalition, Sister Lucille at the Emmaus Center, other service providers and towns to get the word out about this new service.



The effort is already beginning to have an impact for local residents. Ms. Harris reports that a minister and his family came to WHCA because they had suddenly lost their parish housing. They had found a home to rent, but didn't have the security deposit and first month's rent necessary to secure a lease. Ms. Harris was able to access ARRA funds to fill the gap and the family was in their new home for the holidays.



Friendship Cottage

The Numbers

- 42 Caregivers received free respite
- 142 hours of free respite were provided
- 14 Volunteers spent 799 hours in the ADSP

Adult Day Service Program Census as of September 30, 2009:

- 7 females and 9 males from Blue Hill, Brooksville, Castine, Ellsworth, Hancock, Penobscot, Sedgwick, Stonington and Surry. *
- 4 Veterans

*Friendship Cottage provides transportation

Caregiver Resource Center:

- 134 hours spent providing support/resources to Caregivers
- 26 Caregivers attended our Caregiver Retreat

The Partners

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 Peninsula
 Hospice of Hancock County
 Maine Sea Coast Mission
 Parker Ridge
 Town of Blue Hill
 US Department of Veteran Affairs
 University of Maine Center on Aging



Friendship Cottage in the summer of 2009.

Significant Developments

Friendship Cottage is working with a dozen other nonprofits on a project to create a Rural Community Based Caregiver Network and Support System. This project is funded by a \$650,000 grant from the Harry and Jeanette Weinberg Foundation to offer in-home assessment, volunteer support services, caregiver counseling, and training for caregivers living in the two counties.

Contact Friendship Cottage

Anne Ossanna, Program Site Manager

Phone: 374-5612

Email: aossanna@whcacap.org

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.

100th Birthday Celebration at Friendship Cottage

Two gentlemen with sweet tenor voices serenaded Violet Tompkins as she celebrated her 100th birthday at Friendship Cottage on August 10. Flash bulbs going off and a television camera filming nearby did not distract her from the lovely rendition of the familiar tune which is rarely so beautifully performed.

Violet lives with her daughter, Lois Stevens, in Surry and is a regular and very popular participant at Friendship Cottage. She sat smiling in one of the big lounge chairs as reporters interviewed her, family and friends snapped her picture, and other participants came up to wish her a happy birthday.

In the past 100 years, Violet has seen a lot of change in the world around her. There is a story, a legend, that an English princess was traveling on a ship in Bristols Hope. She was pregnant and the ship couldn't make it into the harbor so she gave birth on a large rock on the shore near Violet's father's property.

Violet was born in Newfoundland in 1909. She can still remember the story her mother told her about the Titanic. Violet's mother worked for a wealthy family from St. Johns and the couple had been on the maiden voyage of the ill-fated ship. The wife was rescued, but the husband went down with the ship when Titanic hit an iceberg.

Violet's mother was postmistress in Bristols Hope for many years. Vi and her sister helped out by picking up the mail bag as the train came through town. The engineer would grab the bag of outgoing mail from the girls with a hook and then drop the incoming mail for them to catch.

At age 18, Violet left Newfoundland and sailed to Boston. She went to work as a domestic, making \$10 a week in 1927. A year later, she met her husband at church. They would have five children.

In 1952, Violet made some history of her own. She went hunting in Newfoundland where she shot the second largest moose ever taken in that country. Win Brooks, of the Arlington Press, wrote of Violet's conquest of the moose, saying, "Mrs. Tompkins' first name is Violet, but she isn't to be confused with the shrinking type." Violet, her husband and two friends had traveled by ox team into the barrens where she bagged the 1,800 pound moose.

It's hard to imagine the petite little woman sitting in the big chair out hunting moose, but those who know her agree with Mr. Brooks. She's no shrinking violet.



Violet Tompkins at her 100th birthday party.



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.



Housing Services

The Numbers

Service:

Value:

- 162 homes weatherized \$606,035
- 94 new heating systems & 12 oil tanks \$299,037
- 69 homes repaired & 1 home replaced \$567,345
- 3 lead abatements \$42,406
- 92 HoMEworks homebuyer education classes
- 98 Received Help with Foreclosure Counseling

Expert Energy Solutions

EES weatherized a total of 15 structures in the following categories:

- 14 homes
- 1 church/library/non-profit

EES crews blew in more than 6 tons or 12,480 pounds of insulation

Total Project Costs: \$41,055



The Partners

Bangor Savings Bank
 Bar Harbor Banking & Trust
 Central Maine Power Co.
 Eastern Maine Development Corp.
 Hancock County Planning Commission
 Machias Savings Bank
 Maine Department of Labor - Machias
 Maine Sea Coast Mission
 Neighbors Helping Neighbors
 Union Trust



Neither rain, nor sleet, nor snow stops our Housing Services Division crews from weatherizing homes.

Significant Developments

The weatherization program undertook a major expansion as result of Congress providing "Stimulus Funds" (ARRA) to make homes more energy efficient, decrease dependency on foreign oil and to hire unemployed individuals. WHCA's weatherization staff was expanded from 6 crew members to 20. The funding to weatherize a home was increased from \$3,000 to \$6,500 average per home. As a result, we expect to more than double the number of houses being weatherized in Washington and Hancock counties.

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

www.whcacap.org/energysavings

Nov. 3 -08

Hi,

I want to thank you and WHCA for my gas heater, it sure feels good to my old bones to have some heat and the dog likes it, too. The men who put it in were very nice, and did a good job. Thank you again.

- Personal note to Housing
from Virginia Francis

MACHIAS VALLEY NEWS OBSERVER SEPTEMBER 9, 2008

*Letter
to the Editor*

Kudos to WHCA

Recently, our home received some weatherization work. This work was provided by Washington Hancock Community Agency (WHCA). The crew WHCA sent to our home is to be commended for all the work they completed. Under the direction of Jason Gamache, the crew was thorough, efficient, knowledgeable and respectful. We were very fortunate to get the work done through WHCA and by such a wonderful crew. Thank you, WHCA, Jason and crew.

Joyce and Peter E. Garland
Robbinston



Weatherization projects sometimes involve much more than just insulation. Homes often need repairs to attics, ceilings and walls before insulation can be installed.

Senior Safe



At its monthly meeting on January 22, 2009, Hancock-Washington Board of Realtors® presented WHCA with \$5,400 to benefit the Senior Safe program which makes safety improvements to the homes of senior citizens in Washington and Hancock counties.

Those present at the meeting included (from left in the photo above): Mark Ross, Laurie Ross, Jamie O'Keefe, Joe Perkins and Lisa Higgins.

The Senior Safe Program, originally called Fall Free, was started by Washington Hancock Community Agency in 2005 in response to client requests for handicapped-accessible ramps and reports from our weatherization crews of fall hazards in elderly clients' homes.

The Senior Safe Program is designed to address safety issues in the homes of elderly residents. Among older adults, falls in and around the home are the most common cause of injuries and hospital admissions.

Senior Safe is funded entirely through donations and fundraising efforts. The annual auction in September raised more than \$3,000 for the program. The money is used to make necessary safety modifications to areas that could raise safety concerns, such as ramps, flooring, stairs, railings, walkways and bathrooms.



Transportation Services

The Numbers

- Total trips: 179,088
- Volunteer driver miles: 1,508,782
- Non-emergency MaineCare trips: 153,785
- Supervised workshop trips: 13,930
- DHS family reunification trips: 4,086
- DHHS Low Income trips: 2,602
- All other trips: 4,685
- Total number of clients 3,812

Helping Hands Garage

- 45 Financial Literacy Classes
- 37 Clients obtained low-cost vehicles



The Partners

Eastern Maine Transportation Collaborative
 Beth Wright Cancer Center
 Eastern Area Agency on Aging
 Hancock County Community Connections
 Hancock County Case Resolution Committee
 Local healthcare providers and municipalities
 Maine Department Health & Human Services
 Maine Transit Association
 Next Step
 US Center for Medicaid & Medicare Services
 United Way of Eastern Maine
 Washington Co. Case Resolution Committee
 Washington County – One Community



Rachel Searchfield steps off a new Sun Rides bus.

Significant Developments

Sun Rides on-demand bus service was launched with a new logo and new routes from Calais to Eastport, Cherryfield to Milbridge, and from Bucksport and Ellsworth to Bangor.

Contact Transportation Services

Ride information: 1-877-DRIVEYOU
 (1-877-374-8396)

local: 667-0012 or 546-7547

Email: crobbins@whcacap.org

General inquiries:

664-2424 or 546-7544, ext. 4410 or 4419

Email: lbelfiore@whcacap.org

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

Melissa Backman, Program Manager
 667-4763

Email: mbackman@whcacap.org

Mother Reunited with Child

Jennifer Seile says, “If it wasn’t for WHCA, I really wouldn’t have made it.” Three years ago, her life was a mess. She and her husband were both on methadone to treat their drug addiction, but they couldn’t afford to keep their clinic appointments. Her husband died in 2006 of a drug overdose and



Jennifer lost custody of her daughter. She needed to turn her life around.

In order to get her daughter back, she had to prove herself drug free by getting tested every day. A staff person at Acadia Hospital in Bangor told her that she could get help with her transportation through Washington Hancock Community Agency. She didn’t believe anyone would actually help her, but she called WHCA and got the forms she needed to apply for transportation assistance. “I had my own vehicle,” she explains, “but I couldn’t afford the gas.”

Now Jennifer is more than a year into the program. She is drug-free. She has her Certified Nursing Assistant degree. And she has her daughter back. “I’m so thankful,” Jennifer says. “I wouldn’t have my daughter if it wasn’t for WHCA. It’s been my saving grace.”

I'd like to say thank you from the bottom of my heart to all the wonderful people at Helping Hands Garage and the WHCA.
- Michael Laferriere

Last spring, Michael Laferriere wrote us a letter of “appreciation and enthusiasm for Helping Hands Garage.” He needed a truck to get to work, but no one was willing to “finance a vehicle for a young man with bumpy credit history,” he wrote. We helped him find the right truck and financing through Helping Hands Garage and he was on his way in his new painting and carpentry business.



Michael Laferriere, second from left, is a member of the band, Dying Breed. He is also a Helping Hands Garage client.

Then Michael had an unfortunate encounter with a deer. He tried to avoid hitting the animal and hit a tree instead. The truck was totaled and he was back to square one. He came back to Helping Hands Garage and we were able to get him another truck. “Once again, Helping Hands Garage was there to save my life and livelihood,” he wrote.

Partner of the Year Award: John Gallagher



Tim King and John Gallagher

John Gallagher of All That Contractor received our Partner of the Year Award this year. John is a native of Bangor and has been in the construction business for more than 30 years.

John was chosen because he believes in our mission to help people improve their quality of life. The relationship between John, our clients and WHCA is an easy-going, professional one. He goes the extra mile to help our clients, often without compensation.

There was an elderly woman who needed a new hot water heater, but WHCA had no funding to provide one. John got her a water heater. There was the elderly man living alone who needed more work on his house than WHCA had funds to pay for so John did the whole project with the money we had. Then there was a home where an entire wall needed to be replaced. We funded the wall replacement, but John threw in some new kitchen cabinets at no extra cost.

"It always seems like they do a little extra on every project," Housing Project Manager Flo Hamilton says of John and his crew.

We are certain there are more stories about John's generosity that we don't know about, but we do know this: John and his crew truly care about the job they do and about the clients we serve.

2009 Funding Partners

Arthur Vining Davis Foundation
Bangor Hydro Electric Company
Bangor Savings Bank
Bar Harbor Banking and Trust
Bayside Supermarket
CF Adams Charitable Trust
Camden National Bank
Eastern Maine Funders
Federal Emergency Management Authority
The First
Finance Authority of Maine
Healthy Acadia
Heart of Maine RC&D
JMG United
JTG Foundation
Knights of Pythias
Lane Construction
Llewellyn Foundation
Machias Savings Bank
Maine Breast and Cervical Cancer Program
Maine Community Foundation
Maine Department of Agriculture
Maine Dept. of Economic and
Community Development
Maine Dept. of Environmental Protection
Maine Dept. of Health and Human Services
– MaineCare
– Community Services Center
Maine Dept. of Transportation
Maine Health Access Foundation
Maine State Housing Authority
Maine Technology Institute
National Farmers' Market Coalition
Penquis
Ring's Paving
Ronald McDonald Charities
School unions
Small Business Administration
Town of Machias
U.S. Dept. of Agriculture
– Agricultural Marketing Service
– Rural Development
U.S. Dept. of Health and Human Services
– Medicaid
U.S. Dept. of Transportation
– Jobs Access and Reverse Commute Program
– Rural Transportation Program
United Way of Eastern Maine
Harry & Jeanette Weinberg Foundation
Wild Blueberry Commission of Maine
The Winter Harbor Agency

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



WHCA in the Public Eye



It was smiles all around at Bangor Savings Bank in Ellsworth in May as Joe Perkins (far left) and Ellen Hathaway (left) of Washington Hancock Community Agency received a \$1,000 check from Cheryl Edgecomb (right) and Rose White (far right) of BSB for the agency's participation in the Community Matters More nonprofit organization competition. Responding to more than 86,000 votes cast by the people of Maine, the Bangor Savings Bank Foundation donated \$100,000 to 68 Maine-based non-profit organizations throughout the State.

Susan Farley of WABI-TV interviews Paul Volckhausen in March for a spot about the the first Maine Farmers' Market Convention. Beautiful Schoodic Point was the backdrop for the Convention which Down East Business Alliance organized and hosted.



Chris Roberts, a graduate of our Incubator Without Walls small business training, and his company, Barkwheats, received a commendation from the US Senate floor. Barkwheats was listed in the Congressional Register in June of 2009. Roberts says, "The IWW program has played a major part in our success." It hasn't gone to his head.

Five of the collaborators on a project, funded by the Harry and Jeanette Weinberg Foundation to increase support for family caregivers, got together in Blue Hill in May for an "Aging in Place" forum. The partners are (from left): Mary Jane Bush of Bucksport Bay Healthy Communities, Anne Ossanna of Friendship Cottage, Val Sauda of Eastern Area Agency on Aging, Joe Perkins of Washington Hancock Community Agency, and Dr. Leonard Kaye of University of Maine Center on Aging.



2009 Self-Sufficiency Award

Laurie McCarthy's life was full of bad news back in April. She was in the middle of a bad divorce. She was driving around in her soon-to-be ex-husband's car and it was about to be repossessed. She desperately needed a car to take her daughter to Boston for medical treatment and to get to work at Maine Shellfish where she had worked for 26 years.

The day the car was to be repossessed, she was going to have to quit her job because she had no transportation. That day her luck changed. A co-worker told her about Helping Hands Garage and she made an appointment.

Laurie pulled together all her paperwork fast and we were able to get her a vehicle the next day. She was able to keep her job and to maintain her self-sufficiency.



Linda Belfiore, Laurie McCarthy, Tim King and Cheryl Robbins

Ethel Schwalbe Award



Martha Beathem receives her award from Tim King.

Martha Beathem is this year's Ethel Schwalbe Award winner. Martha has served on WHCA's Board of Directors since 2007. During the three years, she has only missed one board meeting. She serves on the Executive Committee and the Advisory Board for Helping Hands Garage. Martha has also been an active fundraiser for The Heating and Warmth fund, which provides heating assistance for those in crisis.

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



Ethel Schwalbe

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



Award Winning People

Mary Boylan was selected as WHCA's 2009 Employee of the year. Mary is the Operations Manager for the Housing Services Division, keeping track of financial transactions, contractual obligations and documentation of housing projects. She is the longest term employee in Housing, contributing a wealth of information about past practices and providing important institutional memory.

"Mary exemplifies commitment to the goals of a Community Action Program and providing a range of services to low-income Down East Mainers," Housing Services Director David Struck says. "She is very committed to that mission."

Employee of the Year: Mary Boylan



Employee of the Year Mary Boylan receiving her award from Pat Smith and Tim King.



Volunteer of the Year Award: Barbara "Banana" Sorlien

It had been said that "angels are among us wearing the disguise of ordinary people living ordinary lives." On July 16th of this year, I had the honor of encountering a very unique angel affectionately known as Banana.

Barbara Sorlien came into Friendship Cottage on a whim, wondering "what do you do here." As we talked, it became clear that as a retired nurse she had many talents and was eager to share them with others. Barbara began volunteering two days a week at Friendship Cottage. As our census grew, she without hesitation offered to add an additional day to her volunteer commitment, volunteering at least 18 hours a week.

Like a warm breeze, Banana's presence is refreshing. She engages and encourages our participants to reach their full potential. Working with the elderly population is very rewarding, but can also be very challenging and not always glamorous. Banana does whatever is needed with patience, love and a hearty sense of humor. She is the "Friend" in Friendship Cottage!

- Anne Ossanna, Friendship Cottage Program Site Manager



Financial Report

	<u>2009</u>	<u>2008</u>
Changes in unrestricted net assets:		
Revenues and gains:		
Direct state contracts	\$ 4,399,586	\$ 3,886,805
Direct federal contracts	\$ 221,942	90,498
Other contracts	\$ 669,156	585,361
Program revenue	\$ 232,119	242,489
Program reimbursements	\$ 2,568,794	2,499,148
Donations	\$ 354,547	250,057
Gain on sale of agency property	\$ -	-
CDBG funded asset renovation	\$ -	300,000
Miscellaneous	\$ 129,311	88,172
Total unrestricted revenues and gains	<u>8,575,456</u>	<u>7,942,530</u>
Net assets released from restrictions		
Satisfaction of program restrictions		-
Expiration of time restrictions	(51,688)	26,271
Total net assets released from restrictions	<u>(51,688)</u>	<u>26,271</u>
Total unrestricted revenues, gains, and other support	<u>8,523,768</u>	<u>7,968,801</u>
Expenses and losses:		
Administration management and general	579,598	646,687
Transportation	2,790,941	2,729,740
Housing	2,197,721	1,432,181
Down East Business Alliance	512,017	434,358
Family Resource Center Downeast	349,417	693,392
Community & Family Services	1,694,454	1,552,566
Expert Energy Solutions	44,657	130,798
Friendship Cottage	168,676	85,402
Administration all other	65,243	51,112
Total expenses and losses	<u>8,402,723</u>	<u>7,756,236</u>
Total change in unrestricted net assets	<u>121,045</u>	<u>212,565</u>
Changes in temporarily restricted net assets:		
Donations	(29,855)	12,004
Net assets released from the expiration of program restrictions	(44,771)	(23,963)
Net assets released from the expiration of time restrictions	51,688	(26,271)
Total change in temporarily restricted net assets	<u>(22,938)</u>	<u>(38,230)</u>
Changes in permanently restricted net assets:		
Miscellaneous	564	752
Net assets released from the satisfaction of program restrictions	-	-
Total change in permanently restricted net assets	<u>564</u>	<u>752</u>
Change in net assets	98,671	175,087
Net assets - October 1	<u>2,566,749</u>	<u>2,391,662</u>
Net assets - September 30	<u>\$ 2,665,420</u>	<u>\$ 2,566,749</u>

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

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@whcacap.org website: www.friendshipcottage.org
118 Ellsworth Road, Route 172, Blue Hill, ME 04614

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

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

Transportation Services: (located in Ellsworth)
Open weekdays 6:30 am-4 pm. Phones answered till 5 p.m.
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

