Dear Friends, Supporters, and Community Members,

Waldo Community Action Partners celebrated 55 successful years of dedicated service to our community in 2020, and we are amazed with how far we have come in that time. It is a testament not only to our work but to the community who supports us. 2020 was a difficult year as COVID-19 spread across all corners of the world, however WCAP is a strong and resilient organization and we persevered. The virus brought unprecedented challenges, but also opportunities. This Annual Report provides an overview of our key accomplishments in 2020, and a summary of our financial health.

We are very grateful to all of the remarkable individuals, organizations, community groups, businesses, and foundations that supported us last year. We are honored and humbled. In addition to monetary gifts, we received donations of time, space, clothing, and masks. Our community’s generosity enabled us to direct cash assistance to individuals and families whose lives were impacted literally overnight. WCAP also provided heating and home repair, early childhood education and family support, critical medical transportation, public transportation, and food assistance. We added programs including food distribution, an 8-week Summer Food Services Program for at-risk children, and Rent Relief and Emergency Assistance funding. With creative assistance from grocers, partners, and businesses, holiday gifts were delivered to children in Waldo County through Heroes 4 Hunger and Neighbor for Neighbor.

Our commitment to delivering quality services and advocating for improved access to resources is stronger than ever and we look forward to another successful 55 years. We wish to thank the dedicated staff and volunteers who are the backbone of this agency. Their unwavering support and dedication is truly inspirational. There is more work to be done and we look forward to doing it together in the coming year. Wishing you and your family a safe and healthy tomorrow.

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Jason Moody, Vice Chair
Joanne Pease, Treasurer
Wesley Neff, Secretary
Walter Ash, Jr.
Pat Clark
Lt. Matthew Curtis
Peter Sheff

Donna M. Kelley, LCSW
President & CEO

Kimberley J. Mitchell
Board Chair

Letter from the President/CEO and Board Chair

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Christine Yanniello
Dan Horton
Sarah Martin
Gary Moore
Michael Robertson
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Linda Stec

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Michael Hallundbaek, Transit Systems Director
Brent Stapley, Housing Director
Mandie Sawyer, Acting Early Childhood Director
Dorothy Havey, Development Director
Jennifer Tracey, Community Services Director
Thank You to our Donors

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Snowmobile Club, Inc
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Olver Associates, Inc
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Waldo County TRIAD
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Sharon Walsh
Wayne's Fiberglassing Co.
Mike and Ellie Weaver
John Webb
Whales Tooth Pub
& Restaurant
Woodside Foundation
Karen Wyman
Christine and Billy Yanniello

Your gifts make a tremendous difference and we are deeply grateful.

We care about people
Our Programs

Housing

Waldo CAP’s Home Repair program focuses on home maintenance, including repairing and replacing roofs and central heating systems, replacing above ground fuel tanks, and installing heat pumps. The program also works on septic systems, wells, windows and doors, entrances, handicap ramps, and weatherization.

In 2020, housing staff helped hundreds of households obtain thousands of dollars in rental assistance. Landlords’ participation in this program ensured these families were safe from eviction for non-payment of rent for a full year.

Early Childhood

Head Start provides emotional, social, nutritional, educational, and health-related services to children from low-income families by operating preschool classrooms in eight public elementary schools in Waldo county, and through home visits. Early Head Start serves children from birth to 3 years old through home visits and in classroom centers in Belfast and Searsport.

During the pandemic, services were offered by phone, video, and outdoors. By summer, we reopened to in-person programming and by fall, all classrooms and centers were safely reopened. We even opened a new classroom to serve infants!
Transportation Services

Transportation is a major challenge for people with low-incomes. Shopping, voting, or getting medical care can seem impossible.

Waldo Community Action Partners’ Transit Systems provides public and non-emergency medical transportation to residents of Knox, Waldo, Lincoln, and Sagadahoc counties, and to Brunswick and Harpswell.

DASH Public Transportation travels downtown routes in Belfast and Rockland while Midcoast Connector provides non-emergency medical transportation for those on MaineCare.

In response to COVID-19 and the needs of our community, our transportation department was redirected to deliver food during the summer.

Good Shepherd Food Bank provided WCAP with 85,600 pounds of food to distribute to seven local food pantries.

In addition, boxes of food were delivered to homebound seniors, families, and veterans by our staff and volunteer drivers.
Waldo CAP’s Community Impact

COMMUNITY PARTNERSHIPS

- 14 local organizations provided 914 children with Christmas gifts through our Neighbor for Neighbor coalition.
- 1,877 individuals received food boxes via Heroes 4 Hunger for Thanksgiving and Christmas.
- 164 local organizations, businesses, churches and others partnered with WCAP to expand services.
- 56 agencies referred clients for Neighbor for Neighbor and Heroes 4 Hunger.
- 25,632 hours were donated by individuals to support WCAP’s mission.

EARLY CHILDHOOD

- 45 children received clothing assistance.
- 175 children received vision/developmental delay screening.
- 162 children showed improved health and wellbeing.
- 202 community members demonstrated improved parenting/caregiver skills.
- 238 K-12 aged children received school supplies.
- 51 community members received Leadership Training.
At a Glance

**TRANSPORTATION**
- 2,254,355 miles were traveled
- 28,003 trips were reimbursed by Transit Systems
- 8,757 trips were completed by volunteer drivers
- 112,502 trips were completed
- 85,600 pounds of food delivered to local pantries

**HOUSING AND ENERGY**
- 399 households received rent relief assistance
- 184 individuals received help with reduction of lead, radon, carbon dioxide, and/or fire hazards, etc.
- 173 individuals received home repairs
- 3,373 individuals received emergency fuel assistance

**RESOURCE ADVOCACY**
- 708 individuals received referrals for other services
- 41 individuals received financial coaching
- 35 individuals received case management services
- 250 individuals received health insurance counseling with a health navigator
Our Community Services department works with vulnerable individuals to help ensure their urgent needs are met with the ultimate goal of helping them find long-term stability. In 2020, we were thrilled to introduce the Resource Advocates program, in which highly qualified social workers connect people with the resources that can best serve them. Resource Advocates can help stabilize short term emergencies and/or provide long-term case management. The program prioritizes people without homes.

People who are unable to afford oil or other heating fuel often resort to risky behaviors in an attempt to stay warm, such as using the oven, or going without food and medical care in order to pay for heat. Our Energy Services program utilizes federal funds to meet the energy needs of vulnerable individuals as much as possible. For example, WCAP provides emergency fuel assistance by filling oil tanks, purchasing wood, and providing utility payments so clients can have use of their phones and electricity.

In 2020, we delivered a food service program for use during school closures to ensure families with children had access to nutritious food. We are happy to report how successful this program was. Ten summer community food distribution sites delivered/served 7,503 grab-and-go meals over an eight-week period.
COVID-19 Assessment

We received grant funds at the beginning of the COVID-19 pandemic that allowed us to adjust to the changing needs of the community. We knew there would be a surge in demand for services so we conducted a COVID Community Needs Assessment.

Many people who had various problems meeting their basic needs prior to the pandemic, saw their needs grow and, in some cases, become unmanageable, including unemployment, reduced income, food insecurity, exacerbated mental health issues, medical needs, recovery, etc. Children and parents needed support and coaching on how to survive the full upheaval of their lives and family uncertainty.

WCAP rose to these challenges again and again. We worked through the shutdown to continue to support those individuals by creating programming to meet newly emerging needs and serving as an intermediary for federal funds and community giving.

Heroes 4 Hunger

Volunteers are the backbone of the Heroes 4 Hunger program. Without them the program could not put holiday meal boxes in the hands of people in need. Hundreds of volunteers packed and delivered thousands of meal boxes in Waldo County for the holidays.

Tozier’s Market, Hannaford in Unity, and Wentworth Family Groceries in Northport and Brooks helped make it all possible. We are so thankful to these businesses and to all the volunteers who have truly improved the lives of people who need a little help.

Neighbor for Neighbor

At WCAP we have a special love for children. Neighbor for Neighbor, like Heroes 4 Hunger, uses hundreds of volunteers to distribute holiday gifts and winter clothing to children in Waldo County. We could not be more appreciative!
## WCAP 2020 SUMMARY OF SERVICES

<table>
<thead>
<tr>
<th>PROGRAM</th>
<th>NUMBER SERVED</th>
<th>$ VALUE OF SERVICES</th>
<th>SERVICE AREA</th>
</tr>
</thead>
<tbody>
<tr>
<td>TRANSPORTATION SERVICES</td>
<td>892,275 Vehicle Miles 1,938 Individuals</td>
<td>$2,261,673</td>
<td>Region 5, Waldo, Knox, Lincoln, Sagadahoc Counties + Brunswick and Harpswell Municipalities</td>
</tr>
<tr>
<td>HOME ENERGY ASSISTANCE (HEAP)</td>
<td>1,924 Households 1,958 Individuals</td>
<td>$1,518,546</td>
<td>Waldo County</td>
</tr>
<tr>
<td>EARLY CHILDHOOD PROGRAMS</td>
<td>246 Households 256 Individuals</td>
<td>$3,057,670</td>
<td>Waldo County</td>
</tr>
<tr>
<td>HOUSING PROGRAMS</td>
<td>352 Households 640 Individuals</td>
<td>$1,082,486</td>
<td>Waldo County</td>
</tr>
<tr>
<td>COMMUNITY SERVICE PROGRAMS</td>
<td>1,149 Households 2,991 Individuals</td>
<td>$195,888</td>
<td>Waldo County</td>
</tr>
<tr>
<td>COMMUNITY FOOD &amp; NUTRITION</td>
<td>80,403 Meals</td>
<td>$238,754</td>
<td>Waldo County</td>
</tr>
<tr>
<td>(LIAP) LOW-INCOME ASSISTANCE PROGRAM</td>
<td>522 Households</td>
<td>$20,062</td>
<td>Waldo County</td>
</tr>
<tr>
<td>RESOURCE ADVOCACY</td>
<td>15 Individuals</td>
<td>$83,656</td>
<td>Waldo County</td>
</tr>
<tr>
<td>SAFETY SEAT PROGRAM</td>
<td>33 Car Seats</td>
<td>$2,430</td>
<td>Waldo County</td>
</tr>
<tr>
<td>HEALTH INSURANCE NAVIGATOR</td>
<td>250 Individuals</td>
<td>$6,163</td>
<td>Maine</td>
</tr>
</tbody>
</table>

### COUNTY-WIDE PROGRAMS TOTAL: $351,065

### AGENCY SUMMARY-ALL COUNTIES TOTAL: $8,818,393
CURRENT ASSETS

<table>
<thead>
<tr>
<th>Asset</th>
<th>2020</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash and equivalents</td>
<td>$6,463,261</td>
<td>$1,715,031</td>
</tr>
<tr>
<td>Accounts and grants receivable</td>
<td>$1,347,992</td>
<td>$858,666</td>
</tr>
<tr>
<td>Loans receivables - deferred</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Prepaid expenses</td>
<td>$65,296</td>
<td>$62,123</td>
</tr>
<tr>
<td><strong>Total current assets</strong></td>
<td>$7,786,549</td>
<td>$2,635,821</td>
</tr>
</tbody>
</table>

FIXED ASSETS

<table>
<thead>
<tr>
<th>Asset</th>
<th>2020</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Land</td>
<td>$12,200</td>
<td>$12,200</td>
</tr>
<tr>
<td>Buildings and improvements</td>
<td>$501,871</td>
<td>$465,473</td>
</tr>
<tr>
<td>Furniture and equipment</td>
<td>$486,720</td>
<td>$316,951</td>
</tr>
<tr>
<td>Vehicles</td>
<td>$1,268,234</td>
<td>$1,660,255</td>
</tr>
<tr>
<td>Less accumulated depreciation</td>
<td>$(1,379,642)</td>
<td>$(1,525,405)</td>
</tr>
<tr>
<td><strong>Total fixed assets</strong></td>
<td>$889,383</td>
<td>$929,474</td>
</tr>
<tr>
<td><strong>Total assets</strong></td>
<td>$8,765,932</td>
<td>$3,565,295</td>
</tr>
</tbody>
</table>

LIABILITIES/NET ASSETS

<table>
<thead>
<tr>
<th>Liability</th>
<th>2020</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounts payable</td>
<td>$356,575</td>
<td>$349,205</td>
</tr>
<tr>
<td>Accrued payroll &amp; comp. absences</td>
<td>$263,781</td>
<td>$395,179</td>
</tr>
<tr>
<td>Short term debt</td>
<td>$3,400</td>
<td>$3,180</td>
</tr>
<tr>
<td>Deferred revenue</td>
<td>$1,426,485</td>
<td>$322,351</td>
</tr>
<tr>
<td>Other</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Total current liabilities</strong></td>
<td>$2,050,241</td>
<td>$1,069,915</td>
</tr>
</tbody>
</table>

LONG-TERM DEBT

<table>
<thead>
<tr>
<th>Debt</th>
<th>2020</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total liabilities/net assets</strong></td>
<td>$8,765,932</td>
<td>$3,565,295</td>
</tr>
</tbody>
</table>
A Waldo County renter household earning the median income cannot afford the average 2-bedroom apartment without spending 30% of their income.

Food insecurity in Waldo County affects nearly 1 in 7 residents, due to the high cost of food and lack of access to grocery stores.

Maine spends 86 cents per person annually for public transportation. That is 37th among all the states and is below every other state in New England.

“HELPING PEOPLE, CHANGING LIVES”