Waldo Community Action Partners

WEAP we care about people

2022 ANNUAL REPORT



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LEADERSHIP

Donna Kelley, President and CEO
LeeAnn Horowitz, Chief Financial Officer
Katie Bagley, Human Resources Director
Michael Hallundbaek, Transit Systems Director
Mary Lynn Hersey, Early Childhood Director
Marina Kinney, Development Director
Patricia Kelleher, Community Services Director
Jeff Amann, Housing Director

BOARD OF DIRECTORS

Since 1968, local community action agencies have been required to have tripartite governing boards. These boards reflect and promote the unique anti-poverty leadership, action, and mobilization responsibilities assigned by law to community action agencies.

Officers

Kimberley Mitchell, *Chair*Jason Moody, *Vice Chair*Wesley Neff, *Secretary*Joanne Pease, *Treasurer*

Low Income Sector

Joyce Fenner, Low-Income Representative 1
Karen Gorris-Hicock, Low-Income Representative 2
Gary Moore, Low-Income Representative 3
Jason Moody, Low-Income Representative 4
Heather Ross, Low-Income Representative 5
Melissa Harding, Head Start Policy Council

Private Sector

Sarah Martin, Business
Linda Stec, Education
Art Fairbrother, Religion
Lt Matthew Curtis, Law Enforcement
Syrena Gatewood, Social Services

Public Sector

Joanne Pease, Liberty
Wesley Neff, Winterport
Daniel Horton, Swanville
Walter Ash Jr., Belfast
Patricia Clark, Unity
Senator Chip Curry, Belfast

LETTER FROM OUR CEO AND BOARD CHAIR

Dear Friends, Supporters and Community Members,

On behalf of Waldo Community Action Partners Board and staff, we are pleased to provide you with our 2022 Annual Report. This year, pressures on individuals and families in our community continued to grow and our staff, and partners, continued to respond to the lingering impact of the pandemic. The rise the cost of living has impacted all. Never have our services been needed more. WCAP continues in our mission to create a continuum of services to meet this challenge. We are grateful for the committed staff and volunteers who have worked diligently to meet this demand proving they are the heart of our organization and bring our mission to life.

In 2022 our focus was on investing in our future. We created a 5-year plan resulting in new vision and mission statements and our first ever guiding principles. We have a new five-year Strategic Plan with measurable objectives focused on meeting community needs and investing in our staff and organization positioning us to respond the needs of our individuals, families, and community for years to come.

We have not been immune to the challenges faced by our entire community. Rising costs, in addition to labor and market conditions, make hard work more challenging as we see the needs of families increase. We raised our minimum wage, established a new wage and salary scale, and provided critical wage adjustments for all staff. We made infrastructure investments including a new phone system and backup server systems to support efficiency and ensure continuity of services. Additionally, we added to our fleet of vehicles to deliver transportation. As many of you are aware, we purchased a second adjacent piece of property to enable a greater range of options as we develop the details of our new home and service center off Route 3 in Belfast. As we closed 2022, we were actively engaged with a number of consultants providing critical expertise to ensure that our building and development efforts are thoughtful, comprehensive, and cost efficient.

Our Annual Report for Waldo Community Action Partners for the fiscal year ending December 31, 2022, provides an overview of our key accomplishments and a summary of our financial health. In 2022, we responded to emergent needs with_expanded services as funding and partnerships allowed. We provided Homeowner Assistance providing property owners utility, mortgage, and property tax assistance. Energy Services continued to expand reach and served many new households and Transportation returned to pre pandemic levels of ridership. Community Services added Whole Family Services and our Early Childhood Program continued to expand enrollment providing key services for children and families.

With the support and generosity of our staff, community, and partners, WCAP continues to provide key services throughout our catchment area of Waldo, Knox, Lincoln, and Sagadahoc counties including heating assistance, rental assistance, mortgage assistance, central heating improvement supports including heat pumps, early childhood education and family support, critical need medical transportation and public transportation services as well as food assistance, case management, and homeless supports.

We value the individuals, organizations, community groups, businesses, foundations, and funders who continue to support us ensuring we have resources to deliver. We thank our dedicated staff, board, funders, valued community partners and volunteers who have contributed to our accomplishments. We look forward to continuing our mission to enhance the economic stability of individuals and families in our community.

Thank you,

Kimberley J. Mitchell

Donna M. Kelley, LCSW President & CEO



'THANK YOU' TO OUR DONORS

Katelyn Bell

Lazell Bennett

INDIVIDUALS William & Patrice Allen Dorothy & David Alling Walter Ash, Jr. Milton Ayer Dana Ayers Patricia Ayers Katie Bagley Peter Baldwin **Robert Barrett Carol Bauss** Paulette Bednorz David & Judy Beebe

Janet Berry John & Elaine Bielenberg Michael & Linda Bowe Dave & Betty Bowen Philip & Joan Bowen Catherine & Alden Bradbury

Robert Bradford India Brand Samantha Brown Vicky Brown Dawn Bryant Carol Bullock Pamela Burrows

James Campbell Susan Chapin Elizabeth Cioe Pat Clark

Patrick & Patricia Conran

Brian Converse Richard & Nancy Cubberly Senator Chip Curry **Arthur Curtis**

Matthew Curtis Jane Daniels **Alex Davis** Kaelan Davis Monty Davis Ricky & Corliss Davis Squidge Davis

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LeeAnn & Richard Horowitz

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Gerald & Marsha Kaplan

Ronald Kavas Dana & Cindee Keene Betsey Cain Keidan & Richard Keidan Patricia Kelleher Donna Kelley Christine Kiley Roger Knight Karen Knox Nancy Kragh

Carol Kuhn Patrick Walsh & Lisa Kushner Leon Gallant & Kenneth & Michelle Larrabee Judith Rivera-Gallant Christine & Jay Legore Karen Littlefield

Carolyn Locke Sok Lou Carrie Macleod

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Sarah Martin Wendy Martin

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Beverly & John O'Malia Krista Ottman Jan & Jim Owen Debra Palmer Jamie Parsons **Dennis Payeur** Joanne Pease Lynette Pendleton Marie Penney Leslie Peters

Peter & Joan Petersen Dr. Allison Piper

Linda Pope Martha & Stephen Porter Lorraine Pregenzer Steffanie Pyle Amanda Queene

Jeff Rauch Pauline Ravin Barbara Redcay **DeAnnah Remington** Reyn Ritchie

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Annette Seekins Henry Seekins Rita Sella Kathryn Shagas Patricia Sheehan Marsha & Philip Shibles Shannon Shimer Meredith Bruskin &

Donna Short Brian & Leslie Simmons Arielle & Mike Simone **Deborah Small**

Keith & Kathy Small Patricia Smith **Phyllis Sommer David Spencer**

Robert & Marie Stallworth Linda Stec

Geraldine Steele Douglas Van Horn & Leslie Stein

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Frank Trocco Julie Tyler Carole Upton

Corrine & Richard Vaccaro Lorri Vaillancourt

Jeff & Monica Van Peski Barbara Walker Holly Walker

Sharon Walsh Michael & Ellie Weaver John Whelan Carol Whittle Steven Wolfson

Kim Woods

BUSINESSES & ORGANIZATIONS

Allen Insurance & Financial

Group

Belfast Cooperative

Belfast Veterinary Hospital CAM-MAT Entertainment Consumers Fuel Company

CBD&E Group, LLC Maine Integrative Chiropractic The Green Store

Faith Temple Church of God Front Street Shipyard

Hamilton Marine Hannaford

Holmes Florist & Greenhouse

Flagg's Mechanical LLC Left Bank Books Branch of Life

Riposta Funeral Home **Ducktrap River of Maine** Olver Associates, Inc.

Perry's Home Furnishings &

Design

Searsport Congregational &

Methodist Church Food

Cupboard

Searsport Lions Club

Unitel

Unity Pond Pottery

Viking, Inc.

Volunteer Regional Food

Pantry

Waldo County Triad Wayne's Fiberglassing Co. Women of St. Margaret's

Episcopal Church

IN KIND DONATIONS

A Cut Above Hair Studios Services Center Belfast Dairy Queen Coyote Moon

Jordan's Furniture First Congregational Church

Women's Fellowship

Maine Coast Weddings &

Special Events

Wentworth Event Center

Joan Dickey Lisa Dresser **Robert Hersey Taylor Hustus** Pegi Miller Marianna Moll **Brandy Perkins** Denise Reynolds

Linda Whitson

SUPPORT FROM OUR COMMUNITY

What is general operating support and how are funds used?

The majority of our funding comes from government contracts with strict guidelines. However, there are situations that call for flexible dollars. For example, last year we used funds from a private donation to help a family find temporary housing after their home burned down.

General operating support is critical as it covers various administrative costs and assists with actual program costs where some programs are only partially funded by contributions or by earned revenue. General operating support allows us to innovate and adapt to community needs and assist families who require help outside of some of our contracted services.

We are incredibly grateful for the support from our community—the funds donated by individuals and organizations, the time donated by volunteers, and the contributions from the towns we serve. *Thank you*.



\$70,396 donated by individuals and local businesses.



\$180,661 contributed by all 16 towns in Waldo County, & the County Commissioners.



\$92,493 in small foundation grants to programs.



230 individuals
donated 13,692
hours of their time to
programs or on the
Board of Directors.



EARLY CHILDHOOD SERVICES





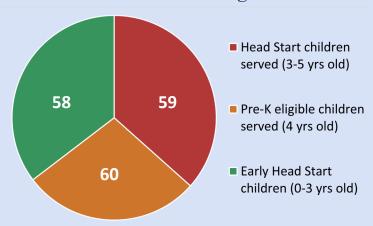


How we stack up...

Head Start offers a variety of programs for families to participate in the education, health care, social, and emotional growth of their children. Our Early Childhood programs serve expectant mothers and children ages zero to five. For a full financial report on our Early Childhood Program, visit: www.waldocap.org/resources/reports.



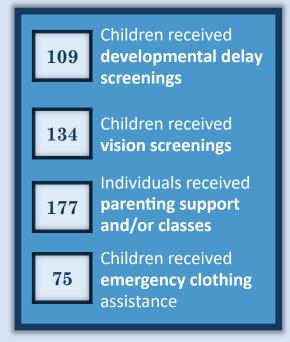
177 Individuals Served in Head Start Programs



Of children served...

47% are income eligible **15%** live within 100-200% of the Federal poverty level

2% are in foster care2% are homeless



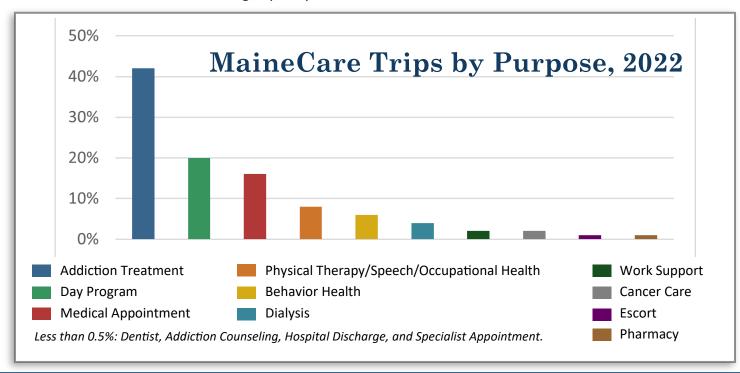


"My child has come leaps and bounds from where they started to now and we are very happy with the educational experience he has received!! Thank you!"

TRANSPORTATION SERVICES

Rebuild, Rebound & Gratitude

2022 brought a sharp increase in demand for transportation services following two years of Covid-19's impact on our communities. Throughout the year, the WCAP Transportation Services team focused successfully on rebuilding and restructuring services in response to the shifting needs of the community. Many of the more than 6,000 unique community members served by WCAP transportation services each year returned to the joy of team members on the phones assisting them in setting up rides again and to drivers who had been transporting them before the pandemic. The year also welcomed many new community and transportation team members as we witnessed services rebound in greater numbers. By the end of 2022, the demand for Transportation services had returned to the pre-pandemic level, and the Transportation Services team shifted focus to increasing capacity and services in 2023.





MILES DRIVEN

Agency: **687,172 miles**

Brokered: 1,261,987 miles

Self-driven: 2,046,859 miles

2022 Total: **3,996,018 miles**

WCAP 2022 COM



WCAP helped individuals and families in our community by providing:

- **250** Food Boxes and Grocery Store Trips
- **91** Gift Cards for Local Grocery Stores
- 1,728 Food Baskets for the Holidays
- **231** Community Café meals in Rural Areas

WCAP helped children and families in our community by providing:

- **327** Backpacks with School Supplies to Children
- **220** Personal/ Household Care Kits
- 885 Holiday Gifts for Children
- **263** Prom Dresses for Students
- **178** Support Classes/ Sessions for Parents



170 Developmental Delay Screenings

- **127** Vision Screenings for Children
- **66** Case Management Supports

MUNITY IMPACT

Waldo CAP helped individuals and families in our community with:

3,236 Rides to Cancer Care & Treat-

202,028 Miles Driven by Volunteers



71,283 Mileage Reimbursements for MaineCare

1,949,159 Miles Traveled by WCAP Transportation

Waldo CAP helped individuals and families in our community with:

25 Temporary or Permanent Housing Placements

19 Independent Living Home Improvements

(handicap accessible modifications)

226 Healthy Home Services

(eliminating or reducing fire, electrical, and chemical hazards)

111 Emergency Utility or Housing Payments

1,935 HEAP, ECIP, & Arrearage Utility Payments

722 Avoided Eviction

Home Repairs (structural work, home appliances, heating systems, etc.)

854 Rental Assistance Payments



COMMUNITY SERVICES



Food Programs

Child & Adult Care Food Program

CACFP is a federally funded program that helps childcare providers offer nutritious meals and snacks to children. Last year, **64,799 meals and snacks** were served through 13 daycare providers. All CACFP contractees are equal opportunity providers.

Summer Food Service Program

To combat child hunger and reduce rural isolation for kids and seniors last summer, WCAP distributed **231 community meals**, at two Community Café sites located in Burnham and Frankfort.

Resource Advocacy Program

Our Resource Advocacy Program has highly qualified social workers to assist individuals and families in finding resources to meet their specific needs. Resource Advocates can help to stabilize short-term emergencies and/or provide long-term case management. In 2022, they helped Waldo County residents with:

BASIC NEEDS

Food

91 food cards

250 food boxes



Necessities

94 clothing assistance

220 personal care kits

85 gas cards

LIFE SKILLS



32 people received financial coaching/counseling

66 clients used case management supports



REFERRALS

367 referrals to other vital services and resources

HOUSING & ENERGY SERVICES

Housing Services

The Housing Department provides services to assist resident homeowners with necessary maintenance on their homes. During winter we address repairs that help keep the heat on, and throughout the year our home repair programs provide for warm, safe, and dry residences. Efforts have been made to utilize the latest in energy efficient equipment, like heat pumps. We also offer full weatherization services to eligible homeowners.

For Waldo County residents, we manage programs for mortgage relief and utility bill payments. We began pursuing HUD certification for Housing Counseling so we can assist residents with first-time buying and budgeting for new homes.





"WCAP has been so helpful to me. From insulating my cellar, carbon monoxide alarm, refrigeration, so many energy saving areas to just the kind caring commitment of the employees. Thank you."

Additional emergency response services through our Resource Advocacy Program:

- ⇒ 83 rental payments
- \Rightarrow **28** utility payments



⇒ 25 temporary or permanent housing placements

Energy Services

The Home Energy Assistance Program (HEAP), is a federally funded program that helps eligible low-income households pay a portion of their heating bills.

Last year, WCAP helped **2,031 families** with direct payments to vendors for oil, kerosene, wood, propane, and electricity.

COMMUNITY PARTNERSHIPS



The Cinderella Project is a prom dress giveaway program for high school students throughout the state of Maine that promotes positive body image and increased selfesteem. New or gently used prom dresses are available for free at giveaway events.

263 prom dresses were given to students through the Cinderella Project of Maine.

3 sites participated, including Waldo CAP in Belfast and sister-sites in Gardiner and Aroostook County.







Neighbor for Neighbor is a coalition of organizations who offer holiday food and gift projects throughout the county. By sharing a common application and single database, Neighbor for Neighbor works to ensure that services are unduplicated to achieve the maximum distribution of resources to those in need.

Neighbor for Neighbor is coordinated by WCAP, and we offer support to organizations by processing applications, answering calls, sending mail, and assigning families for gifts.

Heroes 4 Hunger is a WCAP holiday food box project that falls under the Neighbor for Neighbor coalition/umbrella.



1,728 food baskets were given to families for Thanksgiving and Christmas.

885 children were 'adopted' for Christmas.

19 Organizations (including Waldo CAP) and **6 individuals** participated.



"Thank you very much. The food baskets are very appreciated and were delicious. Your program is great, and I hope everyone appreciates what you do to help your neighbors especially during these hard times. Thanks again."

WCAP STRATEGIC PLAN 2023—2028

Our Board formally adopted our current 5-year Strategic Plan in October 2022. This Strategic Plan furthers the work of our previous plan by investing in our organization and our staff so we can be better positioned to respond to current and emergent needs. The economic uncertainty that the global pandemic has brought continues to affect all our lives. It has left no one untouched and Waldo Community Action Partners (WCAP) will continue to support the resilient nature of our staff and community as we shift to a recovery phase.

VISION STATEMENT

Thriving communities; one individual and one family at a time.

STRATEGY A

STRATEGY B

STRATEGY C

REMOVE BARRIERS

Remove barriers to economic stability and address poverty one individual, and one family at a time.



Sustain the delivery of high-quality programs.

Develop and expand programs that meet community needs.

ENHANCE IMPACT

Enhance our impact, improve the client experience, and address changing client needs.



Open a consolidated new facility for all programs as part of a campus masterplan. Provide universal access to all programs, using a shared digital intake, case management, and reporting tool.

ENGAGE WORKFORCE

Develop a workplace culture that provides careers with meaning and growth, that attracts and retains an engaged workforce.



Improve wage structure and benefits.

Increase and enhance training and growth opportunities.

Improve employee wellness and engagement.

DEVELOP RESILIENCY

Develop organizational capacity, sustainability, and resiliency.



Document all administrative and program processes.

Improve efficiency and effectiveness of processes.

Increase organizational resources to support programs, build a new facility, and plan for a campus.

SUMMARY OF SERVICES

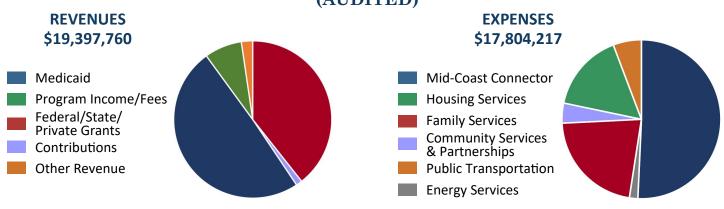
Summary of Services Report for the Period of September 1, 2021 to August 31, 2022.

PROGRAM	NUMBER SERVED	VALUE OF SERVICES	SERVICE AREA
TRANSPORTATION SERVICES	3,788,884 Vehicle Miles 3,163 Individuals	\$9,277,588	Region 5: Waldo, Knox, Lincoln, Sagadahoc Counties + Brunswick & Harpswell Municipalities
HOME ENERGY ASSISTANCE (HEAP)	2,185 Households	\$1,769,169	Waldo County
EARLY CHILDHOOD PROGRAMS	177 Individuals	\$3,355,025	Waldo County
HOUSING PROGRAMS	831 Households 1,798 Individuals	\$2,713,968	Waldo County
COMMUNITY SERVICE PROGRAMS	1,780 Households 4,477 Individuals 56,317 Meals/Snacks	\$306,788	Waldo County
COUNTY-WIDE PH	ROGRAMS		
LOW-INCOME ASSISTANCE (LIAP)	N/A	\$24,520	Waldo County
RESOURCE ADVOCACY	N/A	\$146,329	Waldo County
SAFETY SEAT PROGRAM	N/A	\$1,370	Waldo County
OTHER COMMUNITY SERVICE PROGRAMS	N/A	\$144,796	Waldo County

TOTAL VALUE OF SERVICES PROVIDED TO OUR COMMUNITY: \$17,739,553

FINANCIAL REPORT

REPORT PERIOD JAN. 1, 2022—DEC. 31, 2022 (AUDITED)



Includes Unrestricted and overallocated Administrative expenses, which totals \$15,347 for 'Other Expenses'.

AUDITED 2022	AUDITED 2021
\$11,163,867	\$10,778,037
\$1,269,177	\$1,106,553
\$ -	\$ -
\$73,050	\$73,435
\$12,506,094	\$11,958,025
\$1,102,322	\$915,136
\$620,872	\$557,051
\$671,339	\$531,278
\$1,723,068	\$1,578,120
\$(1,545,036)	\$(1,358,074)
\$3,075,999	\$2,223,511
\$3,U/3,333	72,223,311
\$15,582,093	\$14,181,536
\$15,582,093	\$14,181,536
\$15,582,093 AUDITED 2022	\$14,181,536 AUDITED 2021
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\$15,582,093 AUDITED 2022 \$569,831 \$361,942 \$3,791	\$14,181,536 AUDITED 2021 \$490,080 \$313,281 \$3,575
\$15,582,093 AUDITED 2022 \$569,831 \$361,942 \$3,791 \$979,653	\$14,181,536 AUDITED 2021 \$490,080 \$313,281 \$3,575 \$1,786,970
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\$15,582,093 AUDITED 2022 \$569,831 \$361,942 \$3,791 \$979,653 \$186,500 \$2,101,717	\$14,181,536 AUDITED 2021 \$490,080 \$313,281 \$3,575 \$1,786,970 \$- \$2,593,906
	\$11,163,867 \$1,269,177 \$ - \$73,050 \$12,506,094 \$1,102,322 \$620,872 \$671,339 \$1,723,068 \$(1,545,036)



WALDO COMMUNITY ACTION PARTNERS P.O. BOX 130

BELFAST, ME 04915

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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 states, and is below every other New England state.



A Waldo County renter household earning the median income cannot afford the average 2-bedroom apartment without spending 30% of their income.

"HELPING PEOPLE, CHANGING LIVES"