We are pleased to present Quincy Community Action Programs’ Annual Report. Our programs and services continue to have a positive impact on the lives of thousands of individuals and families. Our focus remains on making sure that all who experience economic uncertainty have access to resources and services to achieve financial stability and security. This year, we again developed new approaches to keep that focus and to better serve our clients. We invite you to learn more about QCAP’s achievements throughout this report.

In 2016, QCAP began our three-year strategic planning process to ensure that our programs and strategies continue to align with community needs. We have engaged our clients, residents, and community partners and leaders in this collaborative process. What we are learning is that an increasing number of families are struggling financially. Our clients continue to have to make difficult choices between paying for rent, food, heat, clothing, transportation, or other necessities.

The historic changes over this past year have brought about a time of uncertainty for the people that we serve. We recognize that any elimination or reduction of programs offered by QCAP will only deepen poverty, not alleviate it. We remain focused on our mission of promoting social and economic opportunity for everyone in our community regardless of race, ethnicity, gender identity, disability, or socioeconomic status. As we have done throughout our 52-year history, we maintain our steadfast commitment to support those we serve with respect and compassion.

We understand that no one organization can do this alone and are encouraged by the thousands of community partner organizations, volunteers, foundations, donors, and our employees and Board of Directors who work together selflessly to make certain that we are collectively meeting the needs of our friends and neighbors. It is our honor to lead this effort. We thank you for your interest in our work.

Sincerely,

Timothy P. McAloon
President, Board of Directors

Beth Ann Strollo
Chief Executive Officer

Timothy P. McAloon
President

Beth Ann Strollo
Chief Executive Officer
Mission and Vision Statements

Mission Statement

Through public and private partnerships we endeavor to assist families and individuals in our communities to improve the quality of their lives by minimizing the effects of poverty, promoting self-sufficiency, and advocating for social change.

Vision Statement 2015-2017

Quincy Community Action Programs (QCAP) will continue to be recognized as a leading community organization dedicated to reducing poverty. Our clients will experience QCAP as a welcoming place where their strengths are valued and they are treated with respect. We recognize individual responsibility as a starting point on our clients’ path to achieve economic and social progress. We provide quality services to address the multiple and changing needs of our clients. We build and sustain community partnerships to strengthen both our clients and the areas we serve and we strive to broaden these connections and resources whenever possible. We value our employees as our greatest asset and will recognize their accomplishments, while encouraging and supporting their professional growth and development.

2016-2017 Board of Directors & Officers

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Anna B. Slavin, Chief Financial Officer
QCAP remains focused on providing high-quality services and delivering innovative, two-generational solutions to meet the needs of our clients and alleviate poverty. We are proud of multiple achievements in our past year of service.

QCAP continued to enhance its financial education and career counseling services for our clients, through our Greater Quincy Financial REACH Center – a Center for Financial Responsibility and Achievement. In FY16, the REACH Center served 178 active clients; 46 clients increased their monthly net income—median increase of $743; 53 clients increased their net worth—median increase of $3,334; 43 clients increased their credit scores—median increase of 23 points. The REACH Center has become an important hub working collaboratively with each of our programs to improve the financial well-being of our clients.

In 2016, QCAP launched its “Pop-Up” Food Pantry at QCAP’s Rosemary & Archie Wahlberg Head Start Early Learning Center in Quincy. Once a month, the Food Center distributes food orders and provides SNAP/Food Stamp application assistance. This is a significant improvement in service delivery to our Head Start families, many of whom are single parents or custodial grandparents. This new program has been extremely well-received and benefits an additional 100 families, making a direct, positive impact on the nutrition of these children living in poverty. While Head Start has long ensured that children receive proper nutrition and care while at school, the Pop-Up program has helped ensure that families receive food while at home as well.

On October 6, 2016, QCAP held its Fourth Annual Best Chef Event. The event featured Chef Paul Wahlberg of Alma Nove & Wahlburgers, Chef David Todisco of Granite Links, Chef Tony DeRienzo of Abby Park & Novara, Chef Greg Jordan of The Quarry Restaurant, and Chef Jose Munoz of The Fours Quincy. The event raised more than $170,000, ensuring that QCAP can maintain core services and serve our clients and community.

QCAP recently underwent its Annual Review by the Department of Housing & Community Development. The organization met 100% of the new Community Service Block Grant (CSBG) standards, again making it one of the top performing community action agencies in Massachusetts.

In April 2017, QCAP’s Chief Executive Officer, Beth Ann Strollo, was honored as a 2017 Woodward School Woman of Distinction for her career and service in the not-for-profit community, dedicated to improving the lives of low-income individuals and families in our region.

State Street volunteers help package and distribute food orders for the Pop-Up

Best Chef 2016 Winner Chef Paul Wahlberg puts the final touches on his winning dish

Beth Ann Strollo accepts her award
Impact in FY 2016

Financial REACH Center/Workforce Development

- **178 Clients Served**
- **46 Clients** increased their monthly income; **median increase $743**
- **53 clients** increased their net-worth; **median increase $3,335**
- **43 clients** increased their credit scores; **median increase 23 points**
- **712 Federal and State income tax returns** were prepared resulting in over $1 million in refunds for local, low-income workers
- **33 clients** placed into jobs

Housing

- **1504 households** received housing information and referral services
- **58 at-risk homeowners** received comprehensive foreclosure prevention counseling to remain in their homes
- Prevented **78 at-risk families** from becoming homeless
- **165 homeless families** were placed from local shelters and motels into permanent affordable housing
- **329 formerly homeless families** were provided stabilization services
Early Education & Care

QCAP’s Head Start Program provides school readiness as well as health and wellness for participating families. This includes researched-based educational programs, access to medical care, immunizations and nutritional support. This past year 471 infants, toddlers, and preschoolers gained school readiness skills and had improvements to their health and physical development through QCAP’s Head Start Program.

1,848 children received access to licensed high-quality childcare through subsidies and referrals allowing young children to engage in learning and enrichment while their parents work, attend school, or complete training programs.

Hosted 224 family engagement playgroups and 44 parent workshops.

Food & Nutrition

3,300 unduplicated people received free, nutritious food; about 600 households every month.

900 children and families were provided with clothing, food, and gifts for the holidays.

520,000 meals were provided to hungry families.

Provided 1,600+ holiday meals during Thanksgiving, Christmas, Chanukah, Chinese New Year, and Easter.

Assisted 170 households to enroll in SNAP/Food Stamps.

Adult Education

166 Students received high school equivalency or ESOL instruction through QCAP’s Adult Education Programs.

Heating Assistance & Energy Conservation

Kept 3,195 low-income households warm through QCAP’s Fuel Assistance Program.

Replaced and/or repaired inefficient heating systems for 543 households.

Provided weatherization and heating efficiency services to 270 households.
Syndie

Syndie empowers. After speaking with her, you too will be inspired that no matter what challenge lies in front of you, you can do it. Syndie is the mother of three children living in Quincy. She first became a client of QCAP’s Head Start program when she was pregnant with her youngest, Sophia. Through Head Start’s Home-based program, the Head Start model was brought into Syndie’s home through home visits. Syndie’s Family Resource Specialist helped to ensure the family’s health and nutrition, and connected Syndie to resources, including child development tips. She also connected Syndie with therapy services for her older children, Syndie, 6, who has autism, and, Shaina, 5, who has speech and other developmental delays.

As part of the Home-based program, Head Start hosts weekly socialization groups called Discovery Days. Syndie embraced these days. It was an opportunity to meet new families, make new friendships, and share and support each other. Through the help of QCAP’s Community Care for Kids Program, Syndie received child care vouchers to help enroll her children at Head Start. There, they flourished. They received music therapy, speech therapy, and excelled thanks to the support and structure there.

It was during her children’s enrollment that Syndie became a newly single mother. QCAP helped Syndie to enroll in its fuel assistance program and free tax preparation program (VITA). When Syndie was faced with a housing challenge, QCAP’s Housing Program helped her through that difficult time. “Every time I felt like giving up, there was a constant flow of support,” Syndie said. “I found my village.”

Over time, Syndie’s confidence continued to strengthen. As a multilingual speaker, she started to volunteer as a translator for other families. She became involved in parent interviews, playing a key role in the selection of new staff. Over the past few years, she has served as the Vice Chair of the Head Start Policy Council. Inspired by the staff at Head Start, Syndie enrolled at Quincy College to become an early childhood educator; she is one year away from achieving her Associates Degree with an impressive 3.8 GPA.

Syndie says her children now have pride when they talk about their mother. Young Syndie is thriving in kindergarten in the Quincy Public Schools. Syndie the mother is not only a stronger advocate, she is an able partner in their care. Now well-versed in medical and educational terminology, she works productively and collaboratively with her children’s educators. Shaina and Sophia are currently preschoolers at Head Start. Syndie has recently enrolled in QCAP’s Financial REACH Center to further help with budgeting, job placement, and start thinking about her children’s college. “For the first time, I have all of these plans and goals now,” Syndie said.

Christine

Consider yourself warned; little Eddie’s smile will capture your heart.

When he bounds into QCAP’s Southwest Community Food Center, he does so with the comfort of his surroundings and our caring staff. His grandmother, Christine, beams when she looks at him. They share a special bond. At 50, Christine never thought she would be raising another toddler, but here she is. It’s clear that his indomitable spirit comes from her.

For many years, Christine’s life was good. She worked multiple jobs to support her two daughters. She was an operating room assistant at Quincy Medical Center, all while working at a local hotel. Then, she was dealt some unexpected changes that turned her life upside down.

When Quincy Medical Center, one of the largest local employers, shuttered its doors, Christine lost her job. Then, a series of illnesses left her unable to keep her job at the hotel.
But it was when her oldest daughter fell into substance abuse, that Christine’s life was forever changed. In 2016, Christine received temporary custody of her then 17-month old grandson, Eddie. She has been his full-time Nana-in-chief, devoting her energies to care for Eddie every day. And with that smile, you know that Christine is doing something more than right.

You can feel the warmth and compassion from Christine too. Christine has a wonderful sense of humor and is enormously dedicated to her children and grandson. She has translated that warmth to her work at the Food Center, where she has simultaneously been a client and volunteer, logging in more than 400 hours every year. She works in the front reception area greeting clients and filing as well as its pantry area filling grocery bags, stocking shelves, cleaning and assisting clients to their cars with groceries.

Christine is an intelligent, energetic, and charming volunteer, known for her “can do” attitude and reliability. She shows a unique empathy towards clients and she faces the challenges of working with low-income families with kindness.

QCAP’s staff helped Christine advocate for herself and ensure that her grandson received the services he needed to continue to develop. They helped her apply for its Fuel Assistance Program, and through QCAP, she was connected with the Patriot Ledger’s Lend a Hand Program to get a new bed, mattress, and bedding for Eddie. She is now awaiting a child care voucher so Eddie can begin preschool. The Food Center is a place with new friendships and stability, and a jumping off point for this new, unexpected chapter of her life.

“I’d be lost without this place,” Christine says referring to the Southwest Community Food Center and to its staff.

But, really, they just rallied around her – and were inspired by – a spirit that was already there. All she needed were the right supports and she was ready to take on her challenges with her warmth, smile, and charm.

---

Margaret & Jack

Margaret and Jack are the family next door. They have been married for 20 years, and have a teenage daughter. They both work full-time, with Jack taking on additional jobs to keep up with the bills.

They live from day-to-day, as many of us do, making sure their daughter is doing well at school, and thinking about what is on the menu for dinner each night. However, without a budget, their story became a case of disappearing dollars.

In-between their regular bills, school fees, and their increasing medical costs, Margaret and Jack’s debt started to slowly balloon, and they soon fell behind on their housing costs. They had a combined debt on their credit report of more than $17,000, plus hundreds in medical debt that didn’t appear on their credit reports. They each needed to be on daily medications for their ongoing health issues, but were unable to get them refilled; their medical providers refused care for them until they paid off their debt.

They enrolled in the REACH Center 10 months ago. They had never created a budget together, and wanted to get on the same page. They needed to get their credit scores up and reel in their expenses. Their monthly budget was almost $600 in deficit each month.

With the help of the REACH Center, Margaret and Jack created a detailed monthly budget, which helped them to identify areas where they could start saving. They cut out much of their extraneous budget items, such as eating out, and buying coffee and lunches every day. They were able to pay off some credit report items, pay down some of their medical debt to get reinstated by their providers, and buy a home of their own.

Margaret & Jack now have a positive cash flow, they were able to decrease their debt to $13,000, and they have a combined increase in their credit scores of 117 points. The REACH Center helped them restore their credit, without the use of a debt management program, which can charge costly fees.

At a recent meeting, Jack admitted that it was on Margaret’s insistence that they joined the REACH Center. “I thought we had tried everything, and nothing seemed to work,” he said. “I was wrong.”
State Representative Tackey Chan

Rep. Tackey Chan has been an outspoken advocate of Quincy Community Action Programs’ mission and services throughout his tenure of public service, and prior to that as a lifelong resident of Quincy and volunteer. He has sought to ensure that all families regardless of income or race have equal access to opportunities, particularly new residents to Quincy.

Since the 1990’s, Rep. Chan has been instrumental in helping to promote diversity and inclusion in the City of Quincy. He served on the QCAP Board for five years, and was a founding member of Quincy Asian Resources, Inc., where he served as its President. He has served on the Massachusetts Asian American Commission and the Ward 5 Neighborhood Association Executive Committee. Prior to serving as a State Legislator, Rep. Chan worked as an Assistant Attorney General in Attorney General Martha Coakley’s Office, defending consumer rights, and was the General Counsel and Legislative Director for State Senator Michael Morrissey.

Understanding the importance of civic engagement, Rep. Chan worked particularly hard to involve and educate Asian Americans in the voting process. He also worked with the Quincy Chamber of Commerce to encourage immigrant entrepreneurs, help them understand local laws, and identify opportunities for immigrants to re-claim their degrees if the state did not acknowledge their foreign certification.

In each of his roles, Rep. Chan has been unafraid to roll up his sleeves to work on improving the community. He has been a legislative leader, sponsoring “An Act to Address Inequality, Promote Opportunity, and End Poverty” to support community action agencies. While a volunteer and then Board President for QARI, Rep. Chan led a small but hardworking group of volunteers to organize the August Moon and Lunar New Year Festivals, helping to raise critical funds for services for the Asian community.

We thank Rep. Tackey Chan for his leadership and are honored to present him with a 2017 Extra Mile Award.

Quincy Rotary Club

Quincy Community Action Programs applauds the Quincy Rotary Club for its service to the community and its partnership and support of QCAP.

With the guiding principle of “Service Above Self,” the Quincy Rotary Club brings together members from a range of professional backgrounds who leverage their expertise to improve lives in their community. The Quincy Rotary Club and each of its members are active in a number of non-profit organizations throughout Quincy, regularly hosting fundraising events and volunteering their time and efforts to support them. Through their annual scholarships, they engage new generations of Quincy residents in the spirit of giving and community.

Quincy Rotary Club has become a great supporter of QCAP particularly over the past five years. They have been...
enthusiastic about helping to ensure the success of our Best Chef fundraiser every year. The Rotary has served as a sponsor, and many of their members and leaders have been individual sponsors and donors as well. The Neighborhood Club of Quincy has participated both as one of our chefs and one of our judges, and Quincy Rotary Club members have donned aprons as Celebrity Chefs.

The Rotary was instrumental in helping us to host our 50th Anniversary, helping us to plan and host this special celebration in coordination with the Adams National Historical Park, and providing in-kind donations to reduce our overall costs.

The Quincy Rotary Club is a most fitting recipient for QCAP’s Extra Mile Award.

Barbara Morris

QCAP honors and expresses its gratitude to Barbara Morris who is retiring this spring from QCAP’s Board of Directors after eight years of service.

Barbara has been an impassioned advocate on behalf of QCAP and the low-income residents we serve. Representing the Quincy Point neighborhood, Barbara was an advocate for QCAP as we worked to secure the former St. Joseph Parochial School from the Archdiocese of Boston, and as we renovated and opened the new Head Start Early Learning Center. Barbara would often personally attend meetings in Quincy and at her local Ward 2 Neighborhood Association to educate residents about QCAP and our services.

Barbara was an active contributor to QCAP’s Strategic Planning Process. She brought invaluable knowledge and guidance related to health care, education, and youth needs particularly as it related to low-income residents. When QCAP faced public funding cuts, Barbara helped QCAP to launch its annual fundraising gala, Best Chef, to help close the funding gap.

Barbara is a dedicated advocate and supporter of causes in Quincy, and often works in the background, never seeking recognition. She and her husband, Rick, can be seen at many agencies’ events in the City. Barbara served on the Board of Directors for Manet Community Health Center for more than two decades, holding the position of President three times. Barbara also was an elementary-school teacher in Quincy Public Schools and a local parochial school. She taught English for Speakers of Other Languages at Quincy College, where she served as an adjunct instructor, developed an educational program for employees of Symmons Industries, and wrote an ESOL manufacturing curriculum for the State of Massachusetts.

Barbara Morris epitomizes the Extra Mile Award and we are honored to recognize her contributions.
Thank You Employees

QCAP staff are dedicated to providing high-quality services and effective responses in order to best help our clients. We are very grateful for their hard work and commitment to our clients, our mission, and the communities we serve.

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Muriel Delorey
Joan Rodeck

Southwest Community Food Center
Melinda Alexander,
Coordinator
Michelle Call-Gomes
David Karales
Joan Rodeck

Joan Rodeck began her career at QCAP in 1998 as a parent consultant in QCAP’s Community Care for Kids Program. She brought with her a wealth of knowledge, thanks to both her personal experience as a parent of two children, and her professional experience as a distinguished educator at the preschool and elementary level. Joan worked with other mothers of young children and community agencies to develop and implement playgroups throughout the City of Quincy. She was promoted to Program Assistant in 2002, and Coordinated Family and Community Engagement (CFCE) Program Specialist in 2013.

Throughout each of Joan’s roles, she has worked faithfully to help parents see themselves as their child’s first teacher, engaging parents and children in developmental play, and educating families on parenting skills. Joan develops a range of family engagement playgroups, from STEM workshops like MATH Magnets, to family literacy, and even social/emotional trainings. She has a kind, gentle, and patient tone while delivering trainings and always stays longer to answer questions or ease a parent’s concern. She helps families recognize any developmental delays and she connects them with the appropriate referrals.

Joan is deeply committed to the families we serve. She will often coordinate with other programs and community partners to ensure a family’s needs are met. This includes housing, food, or fuel assistance, and shoes and coats during the winter months.

Joan also assists child care providers in obtaining their Child Development Associates national certification. She is sought after by many providers, to help them navigate through Quality Assurance known as the Quality Rating Improvement System. She offers programming to providers late into the evening as well as Saturdays in order to accommodate their schedule.

In Joan’s current role, she has emerged as a leader, helping to train newer staff, serving as a mentor to them. “Go ask Joan Rodeck” or “Joan Rodeck will know” is often said and heard.

Joan is committed to serving the diverse population of families and providers in the area – holding Quincy Community Action Programs’ mission and vision statement at the forefront of her daily work. She is held in high regard by the families and providers she serves, as well as QCAP staff, all of whom have the upmost trust in her decisions and recommendations.

Joan goes above and beyond in meeting the needs of the community and is most deserving of this year’s Lois Craig Memorial Award.

Lois Craig Memorial Employee Award

This annual award was created to honor the memory of Head Start employee Lois Craig, who passed away in 1993. It recognizes an employee who has consistently gone above and beyond job expectations and has demonstrated a commitment to professional growth and development that results in improved services to our clients and the community.

20 Year Service Awards

QCAP congratulates Judi So Har Cheng, Ralph Gioncardi, Bethany Lyons, Lauren Rexford, and Stacey Sutton for 20 years of dedicated service to QCAP, our clients, and the community.
Individuals
Debbie Abrahams-Alves
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- Abby Park, Novara &
- Chef Tony DeRienzo
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Total Agency Revenues:
$21,108,464

- Federal Revenue 65%
- State Revenue 20%
- Other 15%

Funding Sources:
- U.S. Department of Agriculture
- U.S. Department of Education
- U.S. Department of Energy
- U.S. Department of Health and Human Services - Administration for Families & Children
- U.S. Department of Housing & Urban Development
- U.S. Department of the Treasury - Internal Revenue Service
- Massachusetts Dept. of Housing and Community Development
- Massachusetts Dept. of Early Education & Care
- Massachusetts Dept. of Elementary & Secondary Education
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- Project Bread
- Santander Bank Foundation
- State Street Foundation
- United Way of Massachusetts Bay & Merrimack Valley

Total Agency Expenses:
$21,043,701

- Personnel 28%
- Non-Personnel 14%
- Subcontracted Services 1%
- Direct Client Service Payments 57%
- State Revenue 20%
- Other 15%
- Federal Revenue 65%