Looking back, to lead us forward.

Dedicated to the life of visionary leader Rosemary Wahlberg
Mission Statement
Through partnerships, community engagement, and advocacy, we provide pathways to assist families and individuals in their efforts to realize economic opportunity and create meaningful connections to improve the quality of their lives.

Vision Statement 2018-2020:
Quincy Community Action Programs (QCAP) is committed to holding ourselves to the highest standards of excellence. We will continue to develop creative and innovative solutions to achieve meaningful and measurable impact through the responsible use of resources. Our clients will experience QCAP as a welcoming place where their strengths are valued, they are treated with respect, and they are central to the process of achieving their goals. We build and sustain partnerships to strengthen both our clients and the communities we serve. We value our employees as our greatest asset and will recognize their accomplishments, while encouraging and supporting their professional growth and development.

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Dear Friends,

We are pleased to present QCAP’s Annual Report and share with you recent work and achievements made possible by our staff, clients, Board of Directors, community partners, and funders.

Clients in the over 80 communities we serve are making difficult choices every day between paying for basic needs like rent, food, heat, clothing, transportation, and other necessities, such as child care and education. As you will read, QCAP remains steadfast in helping clients realize financial security, and embraces opportunities to both enhance existing initiatives and employ new approaches that ensure we are making progress.

At the pinnacle of QCAP’s 54-year history is dear friend and staunch community advocate, Rosemary Wahlberg, who we lost last July. Rosemary was QCAP’s Executive Director for 25 years, making a lasting and profound impact on clients and staff. Following her retirement in 1999, Rosemary remained an activist in the community. Over the years, she gave a powerful voice to those in need and fought tirelessly, always with integrity and respect, for a future without poverty. She brought fearlessness and passion to this vision. A true pioneer, Rosemary was instrumental in the launch of Quincy’s free school breakfast and lunch program, made sure working mothers had access to quality child care, advocated for and increased affordable housing – and so much more. She will always inspire QCAP and lives on in our work. We humbly dedicate this report in Rosemary’s honor and memory.

As we move forward, we reflect on this past year with gratitude to Rosemary and all QCAP champions. The following pages summarize our positive performance outcomes, which are a testament to the commitment we and all our partners have to further QCAP’s mission every day. This past year, we helped tens of thousands of individuals and families on the “road to economic opportunity,” and we are determined to continue leading this effort in the years to come.

Sincerely,

Timothy P. McAloon
President, Board of Directors

Beth Ann Strollo
Chief Executive Officer
In 2018, QCAP launched a comprehensive three-year strategic plan. Together with QCAP constituents, we assessed the changing needs of the clients we serve, identified our program priorities, and developed strategies to meet our goals. Following are QCAP’s strategic areas of focus and need, and the related performance outcomes over the past year.

**Financial Reach Center/Workforce Development**
- Resulted in more than $1.3 million in refunds and credits
- 250 clients served
- 64 clients increased their monthly net income
- 72 clients increased their net worth
- 74 clients increased their credit scores by a median of 43 points
- 702 federal and state income tax returns were prepared

**Adult Basic Education**
- 137 achieved learning gains
- 199 students received adult basic education or ESOL instruction
- Launched new ESOL classes in Germantown for 24 Quincy Housing Authority residents
- Hosted new South Shore Healthcare Career Fair with 17 employers and 115 clients and job seekers in attendance

**Thank you to QCAP’s free tax preparation volunteers.**

Head Start parents complete English class at QCAP and celebrate with Don Uvanitte, SVP of Eastern Bank, the generous funder of the class.
In FY18, QCAP served more than 21,000 unduplicated individuals from nearly 8,000 households in Quincy, Braintree, Milton, Weymouth, and more than 80 communities in the South Shore, Norfolk County, and Metro Boston regions.

1,087 holiday meals during Thanksgiving, Christmas, Chanukah, and Chinese New Year

1220 households received housing information and referral services
Provided 14 first time homebuyer workshops to 305 participants and online counseling to 61 participants
143 at-risk homeowners received comprehensive foreclosure prevention counseling to remain in their homes
Prevented 180 at-risk households from becoming homeless
28 homeless families were placed from shelter into permanent affordable housing and received stabilization services
Provided 49 safe and affordable housing units
Preserved 8 units as affordable housing for low-income women

3,153 unduplicated people received free, nutritious food through the Southwest Community Food Center
500,000 meals were provided to hungry families
Assisted 790 children and their families were provided with clothing, food, and gifts for the holidays

Volunteers organize food at the Food Center.

A typical holiday meal provided to Food Center clients.

113 participants purchased homes
248 children demonstrated improvement in approaches to learning, social emotional development, physical development, and health.

96% of children going to kindergarten in 2019 are demonstrating school readiness skills.

Includes Pop-Up Food Pantry, ESOL classes, and/or Financial REACH Center services.

Provided two-generational services to 150 Head Start families.

96% of children going to kindergarten in 2019 are demonstrating school readiness skills.

HEAD START & EARLY HEAD START

QCAP staff, parents, and Board Members with Senator John Keenan at State House on Head Start Day.

Massachusetts Representative Bruce Ayers visits with children at Head Start.

Head Start’s Good Guys fatherhood involvement group takes trip to the fire department.

Rockland Trust CEO Chris Oddleifson reads to Head Start children.
403 children and their caregivers participated in coordinated family and community engagement activities.

Expanded service area from 11 to 20 communities and provided access for 2,813 children to licensed high-quality childcare through subsidies and referrals.

Kept 2,885 low-income households warm.

Replaced and/or repaired inefficient or inoperable heating systems in 595 households.

Provided weatherization and energy efficiency services to 247 households.

Allows young children to engage in learning and enrichment while their parents work, attend school, or complete training programs.
Geoffrey Wermuth, Esq.

For the past 16 years, Geoff has been dedicated to helping QCAP. His involvement began in 2003 as an attorney with Murphy, Hesse, Toomey & Lehane (MHTL) providing legal services to QCAP. In 2011, he joined the QCAP Board of Directors as MHTL’s representative. In 2019, we are bidding farewell to Geoff as he retires from MHTL and our Board of Directors. We honor his commitment and dedication to QCAP with an Extra Mile Award.

Geoff has been an essential advisor and counselor to QCAP, skillfully guiding us through a variety of matters with the utmost professionalism, integrity, and responsiveness. His keen legal mind and work ethic are outstanding. Despite his busy schedule, Geoff has kindly shared his knowledge and skill with QCAP, donating considerable personal time and resources over the years. He has been a generous contributor to our Best Chef event and donor to QCAP. Geoff’s humility and generosity are qualities that truly embody the “Extra Mile” characteristics of helping further QCAP’s mission without expectation of recognition.

James Marathas & the Quincy Housing Authority (QHA)

This year we recognize and honor the QHA and QHA Executive Director James Marathas for exemplary leadership, hard work, and commitment to improving the quality of QHA housing. James began his work at the QHA in 2014 as Director of Maintenance. He quickly assumed responsibility in solving the issues at hand, and in 2017 was promoted to Executive Director.

James and his executive management team transformed the QHA from a struggling authority to a “high-performing agency” as named by the U.S. Department of Housing and Urban Development. James’ hard work, leadership, and can-do attitude turned around a challenging situation in a short period of time and has made a tremendous difference at the QHA.

In addition to the significant physical upgrades being made to units, the QHA responds to the “soft side” of providing quality public housing. Examples include providing access to fresh, nutritious food for low-income residents by hosting the new Quincy Farm Stand in Germantown, funding services such as QCAP’s ESOL classes, and hosting holiday events for families. Respect for tenants and being accessible to residents are foundational to James’ leadership. QCAP congratulates James and the QHA with an Extra Mile Award celebrating their accomplishments.

Congratulations

Congratulations to Carole McDonough on her retirement. QCAP thanks her for 39 years of outstanding service to Head Start children and families.
Extra Mile Community Awards

Quincy Community Police Officers Jim Whedbee & Greg Mar

The City of Quincy’s commitment to community policing is a wonderful example of its dedication to its neighborhoods. Assigned to the Southwest Quincy/Brewer’s Corner neighborhood, Officer Jim Whedbee checks in at QCAP’s Southwest Community Food Center when on duty. He talks with clients and always has a police badge sticker handy for the young children. His presence is a comfort to the neighborhood and its residents, as well as the staff and volunteers at the Food Center.

What distinguishes Jim and fellow community officer Greg Mar is their genuine interest in helping those in need. The Food Center has difficulty finding regular volunteers to cover the early morning shift on Fridays, which entails unloading our weekly food delivery from the Greater Boston Food Bank. Officers Whedbee and Mar responded to our plea for help and faithfully arrive on Friday mornings at 7:30 a.m. to do the heavy lifting. They have unloaded, stacked, and organized more than 6,000 pounds of food. They make food order bags, sort donated food items, break down boxes, and help clients out with their groceries.

Jim has also encouraged others to volunteer including his own children.

Officers Jim and Greg always go the “Extra Mile,” and their dedication to QCAP clients and the Food Center is commendable.

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.

Ree Delorey began her tenure at QCAP in 2009 as an Information and Referral Specialist. Soon after she was promoted to a Provider and Billing Specialist, and in 2015 was again promoted to Billing and Provider Coordinator. Ree has continued to thrive at Community Care for Kids (CCK), and is responsible for managing a range of new initiatives including: the implementation of new subsidy software, several rounds of new voucher releases to families waiting for affordable quality care, the recruitment and training of 10 new providers just in the past year, and the restructuring of our services, which has nearly doubled our service delivery area for vouchers.

In her role, Ree works tirelessly to help families find and understand quality childcare, assist them in navigating challenging subsidy regulations, and guide childcare providers through complex policies and procedures – all while supervising her staff of four. Additionally, through a tracking system she developed, Ree ensures that $1.5 million in subsidy money is distributed to more than 100 providers on time each month.

Ree is valued by our clients and providers as evidenced by emails, cards, and feedback complimenting her commitment to not only hard work, but to treating others with kindness and patience, as well. Staff feel the same, and appreciate Ree’s mentorship and willingness to help her colleagues. She is the go-to person when the day gets tough.

A dedicated employee, Ree has taken advantage of trainings and opportunities to grow, sharing her learnings with staff, parents, and providers alike. Furthermore, she is committed to the diverse population of families and providers in the area and never fails to hold QCAP’s mission and vision at the forefront of her work. Ree’s presence at CCK is invaluable, and QCAP is honored to name her the Lois Craig Memorial Employee Award recipient.

20 Year Service Recognition

QCAP congratulates Sue Keenan for 20 years of dedicated service to QCAP, our clients, and the community.
This Annual Report is dedicated to the legacy of our dear colleague, friend, and advocate, Rosemary Wahlberg, who we lost this past year. In her honor we reflect on Rosemary’s years of devotion to QCAP, the community, and low-income residents.

Rosemary began her career as a Nutrition Specialist in 1969 and became QCAP’s Executive Director in 1975. Her first major accomplishment was organizing and leading a group of low-income women who successfully fought for a free breakfast and lunch program at Quincy schools. She didn’t stop there. She led efforts for the establishment of free family planning services, co-founded South Shore Day Care Services, improved the nutrition of low-income residents through various initiatives, fought for needed lead screening and affordable housing, and brought affordable, quality childcare services to the community so that women could work.

By the time she retired in 1999, Rosemary transformed QCAP from a small staff with a budget less than $100,000 to a staff of 140 and a $14 million budget. During her tenure, she expanded QCAP’s programs, ensuring all low-income residents had access to needed services. Following her retirement, she...
remained a steadfast activist. Throughout her accomplished career, Rosemary received many distinguished awards and proudly served on several boards including Quincy Hospital, Quincy Housing Authority, Quincy College, Manet Community Health Center, South Shore Day Care, and many more.

Rosemary was a compassionate advocate who gave a voice to the needs of low-income residents. Through her fearlessness and credibility, she earned the respect of policy makers and used her influence for good. Rosemary was a pioneer in enacting change, a mentor to women across all socioeconomic backgrounds, and a true visionary leader and matriarch of community action. She was a loving mother to 9 children, grandmother to 36 grandchildren and great-grandchildren, and wife to her beloved husband, Archie.

In recognition of Rosemary and her unprecedented commitment to QCAP and the community, these pages highlight her many achievements and honors over the years. Rosemary continues to inspire us all and will be in our hearts forever.

Rosemary Wahlberg was an advocate for the poor and working families. Her service through Quincy Community Action Programs brought hope to countless people in need. Rosemary saw the very best in everyone.”

Mayor Thomas P. Koch, State of the City Address, January 28, 2019

“"The War On Poverty was a natural," she said. “To me, it meant people should not be judged by the amount of money they earned.”

Rosemary, 2011

"This is a very special day for the QCAP family and especially the Head Start program. Because of Rosemary’s will and commitment, we stand here today to officially open the Rosemary and Archie Head Start Early Childhood Learning Center."

Josephine Shea, QCAP Board President, April 2012
QCAP met 100% of the federal Community Service Block Grant and Head Start performance standards in its triennial monitoring, again making QCAP one of the top performing community action and Head Start agencies in Massachusetts.

QCAP was awarded a four-year continuing award from the Department of Elementary and Secondary Education (DESE) for Adult Basic Education, funding 98 students to attend our ESOL classes and 36 students to attend our adult education classes each year. QCAP also received a new award for outstationing services to help facilitate the connection between adult education providers and the Career Center in our region.

QCAP was awarded a grant from DESE to provide the IT Fundamentals + Program in collaboration with Quincy College – a workforce development initiative to help ESOL students learn English and get certified training and jobs in the IT field.

QCAP’s Head Start was re-accredited by the National Association for the Education of Young Children.

QCAP’s 7th annual Best Chef event raised funds needed for QCAP’s services.

At the request of and in collaboration with the City of Quincy, QCAP provided relief assistance to more than 100 Houghs Neck households for basic needs and appliances after the flooding caused by the severe March 2018 storms.

In order to ensure low-income residents would be able to use their SNAP and HIP benefits to purchase fresh, nutritious food from local farmers, QCAP formed a partnership with the Quincy Housing Authority, Quincy Asian Resources, the City of Quincy, and Mycoterra Farm to establish a farm stand in Germantown.

QCAP hosted a forum to present findings from MassBudget’s recent report on poverty titled “Obstacles on the Road to Opportunity: Finding a Way Forward Together.” Co-sponsored with Massachusetts Association for Community Action, the forum brought together nearly 100 attendees including local businesses, municipal departments, residents, social service providers, educational institutions, and others to engage in a panel discussion around income inequality and poverty on the South Shore.
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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Keely Elta, Denise Ferreira, Isidro Hernandez, Richard Hynes, Michael Mattes, Dorothy Noronha, Renee Sword

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

IN MEMORIAM Patricia O’Reilly

This year we lost one of QCAP’s longtime employees, Patricia O’Reilly. Pat began her career at QCAP in 1979 as a Statistical Clerk in the Energy Department. Shortly after, she joined the accounts payable team, taking on payroll and benefits administration. In 1996, Pat was promoted to the position of Personnel Coordinator. Pat received QCAP’s Lois Craig Memorial Employee Award in 2000 in recognition of her work ethic, professional growth and development, and dedication to serving the employees of QCAP. Pat was also a loving and devoted mother and grandmother to her five children and her grandchildren. She was proud of their accomplishments and loved spending more time with them following her retirement in 2013. Pat will always be remembered as a dedicated employee of QCAP and a loving mother and grandmother.
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Pro-Haul Moving & Storage Corp.
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Although we have made every effort to ensure the accuracy of the list of donors, we sincerely apologize in advance for any misspellings, omissions, or other errors. Please inform us of any errors by calling the Development Office at (617) 657-5308 so we can correct our records. Thank you for your understanding and for your generous support of QCAP.
2018 Financial Report Fiscal Year Ending September 30, 2018

Total Agency Revenues: $28,756,139

- State Revenue 21%
- Federal Revenue 67%
- Other 12%

Total Agency Expenses: $28,527,057

- Direct Client Service Payments 67%
- Non-Personnel 12%
- Personnel 21%

Funding Sources:

U.S. Department of Agriculture
U.S. Department of Energy
U.S. Department of Education
U.S. Department of Health and Human Services – Administration for Families and Children
U.S. Department of Housing and Urban Development/Citizens’ Housing and Planning Association
U.S. Department of the Treasury – Internal Revenue Service/Massachusetts Association for Community Action
U.S. Department of Homeland Security – Emergency Food and Shelter Program
Massachusetts Dept. of Housing and Community Development
Massachusetts Dept. of Early Education & Care
Massachusetts Dept. of Elementary & Secondary Education
Massachusetts Division of Banks
City of Quincy
Town of Weymouth
Braintree Electric Light Department
Eversource/Action for Boston Community Development
National Grid/Action, Inc.
The Boston Foundation
Eastern Bank Foundation
Harold Brooks Foundation
Patriot Ledger Lend a Hand Foundation
Project Bread
Santander Bank Foundation
State Street Foundation
United Way of Massachusetts Bay & Merrimack Valley