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# KVCAP

# Annual Report 2013

Creating Opportunity For 48 Years

## A Letter from the CEO & Board President

Dear Friends:

Looking back on 2013, we have much to be proud of here at KVCAP. We would like to thank the Board of Directors as well as our hard working, dedicated staff for all the work they do to assist individuals and families in Central Maine. Each new year is approached with hope for a better future for those living in the **91** communities we serve. With national and state economies remaining in transition, KVCAP programs have become even more essential with more people in need of our assistance. Highlights of this past year include:

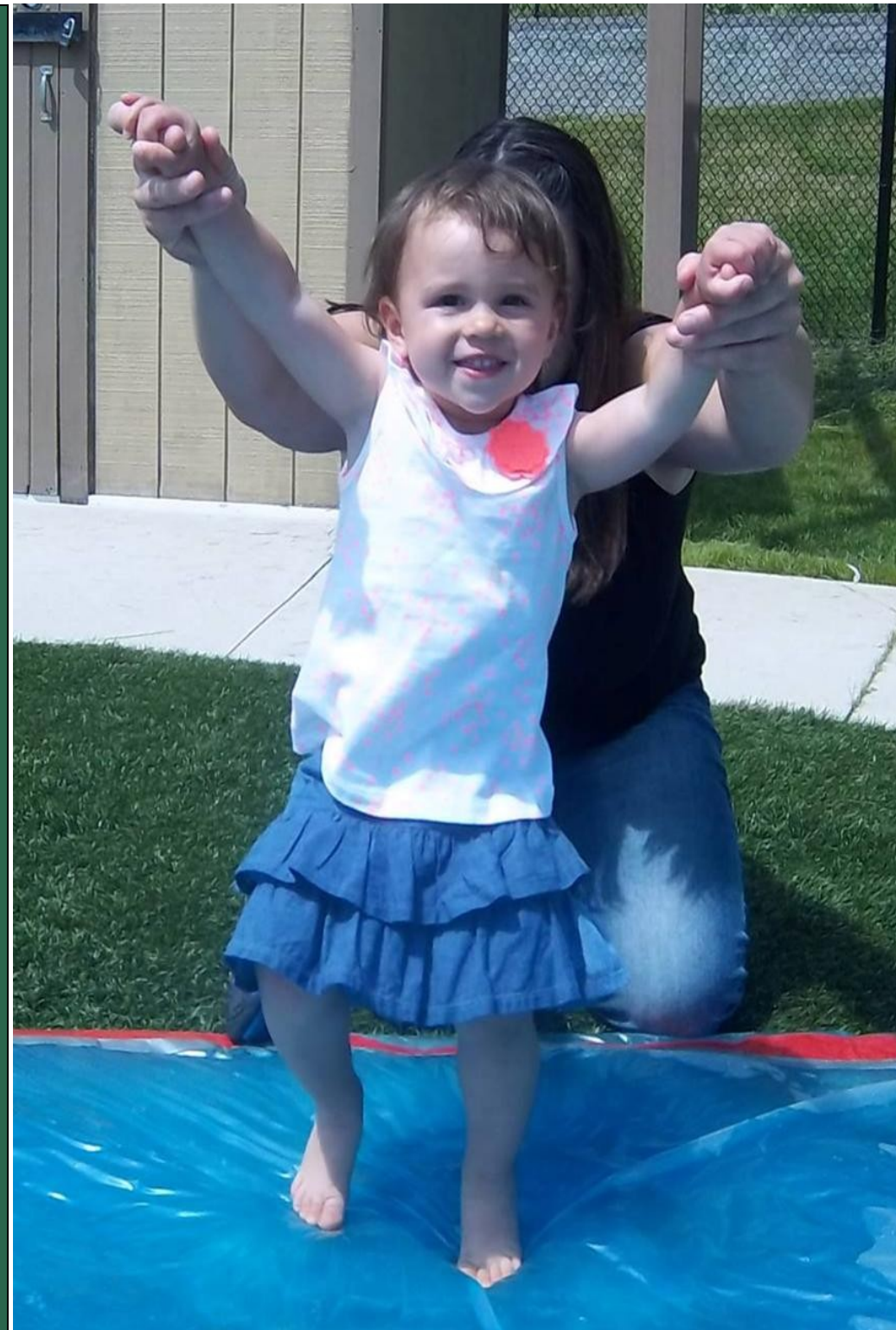
- Child & Family Services provided over **517,000** hours of *preschool and child care services* to **556** children and their families, including **71,568 nutritious meals and snacks**.
- KVCAP Transportation Services drove over **8 million miles**, ensuring access to health care and other services.
- **120** youth were served at the *South End Teen Center*.
- Energy & Housing Services *weatherized 242 homes*.
- Maine Families provided *home visits and support* to **317** families.
- **11,830** LIHEAP applications were processed.

As our **49<sup>th</sup>** year of serving Central Maine approaches, we continue to follow the mission of community action agencies. Our goal is to *assist people and families in becoming self-sufficient to reduce poverty*. We hope that you will be inspired to join us in our journey toward that goal.

Sincerely,

*Patricia L. Kosma*  
Chief Executive Officer

*Sheryl Gregory*  
President, Board of Directors



## KVCAP Board of Directors

KVCAP is governed by a Board of Directors comprised of 18 volunteers from throughout our service area. KVCAP bylaws ensure that the Board is representative of the communities it serves and brings together caring, dedicated community members from diverse professions, income levels, and backgrounds to support KVCAP's mission. Board members serve on various subcommittees and volunteer hundreds of hours to KVCAP. Altogether their efforts benefit over 35,000 people in four counties.

### 2013 Board Members

Sheryl Gregory, President  
Heather Merrow, Vice-President  
George Joseph, Secretary  
Dr. Richard Staples, Treasurer  
Bonny Akeley  
David Bernier  
Denver Brown  
Anna Court  
Rachel Crater  
D. Dwight Dogherty  
Lynn Duby  
Martha Naber  
Michele Pino  
Julie Redwine  
Jennifer Riggs  
Betty St. Hilaire  
Daniel Swain  
Emily Walker

## CSBG & Its Role in Community Action

The Community Services Block Grant (CSBG) is the cornerstone of community action and the driving force behind our mission to reduce and/or eliminate poverty.

CSBG funds innovative programs to address the causes and conditions of poverty. With CSBG dollars, KVCAP is able to operate the South End Teen Center, provide WorkReady classes and other employment supports, augment foreclosure prevention and homeownership activities, expand transportation services for youth in Somerset County, enhance child abuse prevention education, and assist with before/after school child care.



## Child & Family Services

Child & Family Services provides children (ages birth to 5 years) and families with high quality early care and education services (in center/school-based care or through home visiting), as well as parent education and resources that meet individualized family needs goals. A range of service options include preschool collaborations with public schools that offer integrated curriculum and easier transition to kindergarten. The program prioritizes low-income families eligible for Early/Head Start and child care, yet serves all income levels through a universal design.

A father's thank you:

When my wife enrolled our first child in Early Head Start home visiting services through KVCAP's Child & Family Services, I wasn't convinced it was for us. I was wrong. Through weekly home visits and play-groups, I quickly realized that the home visitor was there to help us understand our child's development and offer practical tips on how to support his growing and learning, and to give us information on other resources that would benefit our family. I will always be grateful to our home visitor for her encouragement during some trying times and showing us how we help our son's learning everyday in simple ways.

A single mother's story:

As a mother of young children who was trying to put her life back together, the support I received played a huge role in turning my life around. I know that without these supports I would still be working part-time in a minimum wage job. The wonderful care and education my children received in KVCAP's Early/Head Start and child care program allowed me to go to college, graduate with my Bachelor's degree, and go to work in my chosen field. While in college, I knew that my children were cared for by warm and nurturing teachers, getting nutritious meals, playing in a safe setting designed to help them grow, as well as giving them access to health services. I am so thankful to KVCAP for giving me and my family this opportunity to thrive.



### ***Program Highlights:***

- Served 556 children and their families, providing over 517,000 hours of Early/Head Start preschool and child care services
- Completed 556 child developmental screenings
- Served 71,568 nutritious meals and snacks
- Partnered with parents on 2753 home visits
- 326 children received dental exams and/or lead screenings
- 56 families received supports related to domestic violence and/or child abuse and neglect
- 56 families received transportation assistance
- 74 families received assistance with housing

## Employment Services

KVCAP Employment Services provides one-on-one and group support to unemployed/displaced workers, including information, referrals and job search skills. Employment Services is a partner with area Adult Education programs offering WorkReady classes in Somerset and Northern Kennebec counties.

In FY 2013, Employment Services served 94 people.

### *Accomplishments:*

Worked with partners to secure funding for 2 additional Work Ready sessions during the year, in addition to the United Way funded class.

### *Participants achieved the following:*

- 33% learned new job search skills/completed a resume
- 15% overcame barriers keeping them from becoming employed
- 23 people completed classes and earned a WorkReady credential.
- 56% of WorkReady graduates obtained jobs
- 13% of WorkReady graduates enrolled in college/job training



## WorkReady Provides Hope and Results

KVCAP is proud to collaborate with the area adult education programs (Greater Waterville area, Fairfield and Skowhegan), and several other partners to bring WorkReady to those struggling to find work. This intensive three week course helps people sharpen their job seeking skills, learn computer skills, increase their confidence, build a support network with other job seekers and make real connections with local employers. Here is what a few WorkReady graduates have to say about the program (excerpted from letters/graduation speeches):

**Gail** – My husband and I agreed that I would stay home to raise our children ...32 year ago. My life was turned upside down when my husband died. WorkReady offered hope that I would be able to find my way back to the land of the employed. We came to the class as strangers and have become close, watching each other's back, cheering each other on, and lending help and support when things become overwhelming. The difference in all of us is amazing.

*A year later:* After volunteering to do administrative work at Hospice Volunteers of Somerset County in the spring of 2012, I was offered a part-time temporary position. I worked there approximately 6 months. In January of 2013, I moved to Portland and started applying for positions. After several interviews (and I considered myself lucky to even get an interview), I was hired in mid-March to work in the office of a medical practice in Falmouth. The job is full time with benefits; something that seems rare in this day and age. I consider myself to be very fortunate and I believe attending WorkReady made the difference.

**James** – I attended WorkReady 55+ in February and March 2013. I learned most of all how to stay positive in today's job searching. The job searching methods have changed so much then when I first started out after high school. Times have changed and it took me a long time to realize I had to meet the job challenges in today's job market. WorkReady 55+ gave me those skills and then some.

# Energy & Housing Services

**Low-Income Home Energy Assistance Program (LIHEAP)**- Provides a once per season heating credit to income eligible households. During FY 2013, 11,830 applications were processed. Households eligible to receive LIHEAP are also eligible for the following programs.

**Low-Income Assistance Program (LIAP)**- One time assistance with electric bill (CMP and Madison Electric)

**Emergency Crisis Invention Program (ECIP)**- One time emergency assistance with a no heat/no fuel situation

**Telephone Assistance Program (TAP)**- A monthly credit and/or assistance with the connection of a telephone

**Above Ground Storage Tank Replacement Program (AGSTRP)**- Replaces oil tanks that are leaking or not up to code

**Central Heating Improvement Program (CHIP)**- An emergency program to repair/replace heating systems

**Weatherization Assistance Program**- Offers air sealing measures to reduce energy consumption and optimize energy efficiency to the homes of eligible LIHEAP households. 242 clients were served this past season



## *Cony Village*

Cony Village LLC is a partnership between KVCAP and Bread of Life Ministries. Cony Village is an energy efficient housing community that combines smart growth with affordability in a centrally located neighborhood in the City of Augusta. A variety of home designs are available. To date, ten homes have been built.



## *Neighborhood Stabilization Program*

The Neighborhood Stabilization Program purchased 5 foreclosed or abandoned properties in the City of Waterville. Once the homes were rehabilitated (or demolished with a new home built in its place), the properties were put up for sale at an affordable price. The NSP funding has ended and the last home is currently under contract.

## *Home Repair Program*

Home Repair addresses Housing Quality Standards (HQS) for health and safety issues. This program offers repairs/replacements for a variety of housing concerns including but not limited to roofing, plumbing, electrical, tripping hazards and ramps. When funding allows there are Home Repair Grants, Elderly Hardship Grants, and 1% Septic Loans available. 118 homeowners were assisted this past year.

### ***Home Energy Audit Program***

The Energy Audit program is a fee for service program available to any homeowner. Fees range from \$250 to \$600 depending upon the audit package selected. Homes are tested for heat loss and clients are given recommendations on repairs that may reduce the home's energy consumption and save the homeowner money.

### ***Homeownership Counseling and Education***

KVCAP staff assist in determining housing affordability for renters, homebuyers and homeowners. Services are free of charge regardless of income. We are certified in foreclosure prevention/intervention and will assist homeowners in financial crisis with home retention strategies and working with lenders to try to modify mortgages. Live and online homebuyer education courses are offered for a fee. Homebuyer education is part of the Maine HoMEworks network and can provide potential homebuyers with a certificate that may qualify them for reduced mortgage rates and fees.



### ***The Emergency Food Assistance Program***

KVCAP coordinates the United State Department of Agriculture commodities distribution to 38 food banks and soup kitchens. Over 167,000 meals were served in soup kitchens and over 82,130 food boxes were distributed in Somerset and Kennebec counties.

### ***Keeping Seniors Home***

Keeping Seniors Homes provides education and modifications to homes owned by seniors (55 and older), which may allow the senior to remain in their home and avoid moving into an assisted living facility unnecessarily.

### **A Success Story**

Lucille (Lucy) Bouchard was on the verge of vacating her home when she called KVCAP. Her home was in disrepair and she had a number of health concerns. The walls of her home were thin and the roof needed repair. In order for Lucy stay in her home, she needed a new roof and vinyl siding. As a result of Keeping Seniors Home, Lucy was able to receive services and stay in her home. Today, Lucy is grateful to KVCAP staff and for the work that was done to her home.



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# Social Services

## Maine Families



The Maine Families Home Visiting Program works in partnership with expectant parents and parents of babies and toddlers to ensure safe home environments, promote healthy growth and development for babies and young children, and provide connections to needed services. Participation is voluntary and free of charge. Last year, 317 families were served.

### Health and Safety Outcomes

- 92% of Maine Families children are up to date on immunizations. (Maine's overall rate is 73%)
- 88% of Maine Families children are up to date on well child visits
- 100% of the families improved the safety of their home

### What Maine Families' parents have to say:

“It is comforting to know that my baby is benefitting from what I learn about child development.”

“The developmental screenings are reassuring and help me know what to expect. We were connected to other resources we didn't know about.”

“I feel more confident and competent as a parent.”

## Family Enrichment Council of Kennebec/Somerset Counties

The Family Enrichment Council provides a variety of education classes for parents, children and area providers. The mission of the Council is to prevent child abuse and neglect. In April (National Child Abuse Prevention Month), the Council participated in state-wide events to spread awareness on child abuse and neglect.

### What participants have to say:

Personal Body Safety:

“Excellent job of presenting to this age group, yet keeping the presentation serious. Great job of checking for understanding of previous information and involving students in conversation.”



Kennebec Criminogenic Addiction Recovery Academy (Kennebec Correctional Facility):



“Kids need a nurturing father”

“I want to learn more, I am not alone in not knowing.”

Kids First:

“Thank you for giving me new skills to use during the separation.”

Mandated Reporter Training:

“The information that was shared today encourages me to be more proactive when reporting to the appropriate place.”



# South End Teen Center

## *South End Teen Center Youth are Making a Difference*



Over 120 teens came through the doors of the South End Teen Center this year—males, females, junior high and high school students, all with their own ideas, personalities, and interests. One thing they all had in common was that they helped the community in some way.

South End Teen Center members signed Christmas cards for area

nursing home residents during the holiday season and wrote notes to wounded soldiers in the "Holidays for Heroes" campaign. They visited local pizza restaurants, placing labels on pizza boxes discouraging under-age drinking. The teens took pride in their Center, completing several improvement projects to make the building more inviting. They painted sign posts, steps and door frames; they worked in early summer to plant perennials in front of the building; and they helped select a new, brightly colored sign to hang over the entrance.

The teens were taught by community volunteers how to repair bicycles, replace tires, tubes and brake cables. Once completed, they had 21 new and repaired bikes to distribute to children, ages 4-18. They volunteered at the Waterville Area Humane Society and donated food to the homeless shelter. They gathered in April with the South End Neighborhood Association to help clean the neighborhood. They also ventured downtown to paint a mural in the windows of the vacant Levine's building.



The South End Teen Center also brought people together. In March, they held the annual "Battle of the Badges" basketball game between the Waterville Police and Fire Departments. This year a couple of teens were invited to play, representing the SETC on each team. The community gathered to watch an exciting game and to build relationships. In May, teens welcomed community members to an open house at the Center and gave tours. In August, they helped with the "National Night Out Festival" coordinated by the South End Neighborhood Association. Teens helped set up and supervise games for youngsters, praising younger children shooting hoops, racing in potato sacks and fishing for rubber ducks. At the end of the event, they assisted with the clean up.



The South End Teen Center asks for and receives so much support from the community. The teen members and the staff are thankful for the opportunity to give back. It was a great year and the support from area businesses, organizations and community members is very much appreciated.

## Transportation Services

KVCAP Transportation is the only large-scale provider of affordable, accessible public transportation in Kennebec and Somerset Counties. Nearly 500,000 rides were provided to more than 6,000 people who traveled over 8 million miles during the program year.

***Kennebec Explorer*** is a flex-route public bus service operating throughout the Greater Waterville-Augusta Region. This redesigned service uses mid-sized, air conditioned buses with state-of-the-art accessibility. Routes offer convenient, affordable transportation for the general public traveling to shopping centers, medical facilities, educational facilities, businesses, and community organizations. Fares are \$1 to \$3 and no advance notice or eligibility requirements apply. Nearly 70,000 passengers rode the bus last year, including 8,000 rides to passengers with disabilities. For more information visit [www.kennebecexplorer.com](http://www.kennebecexplorer.com)

### ***Somerset Explorer/“Move More Kids” Public Bus System***

The Somerset Explorer provides flex-route public bus service throughout the greater Skowhegan area three days a week. During the summer months the program expands to include the Move More Kids summer bus program (free to area youth) that increases services to two vehicles, five days a week from mid-June to late August. The summer routes allow young people to access locations where physical activities are provided to promote healthy lifestyles. During the past year, 3,285 rides were provided. For schedules and information visit [www.kvcap.org/transportation](http://www.kvcap.org/transportation).

***KV Van*** offers door-to-door service for income eligible, elderly and disabled passengers traveling to doctor’s offices, hospitals, adult day care, community workshops, mental health facilities and other medical, therapeutic, and developmental services. Passengers ride in accessible vans and buses or in the private vehicles of volunteer drivers. Over 60 volunteer drivers transported passengers 4 million miles in the past year. In total, the service provided over 430,000 rides and transported people over 8 million miles. Consumers must be referred through the MaineCare brokerage, have a referral from participating social service providers, meet income guidelines, or arrange for private payment. For more information visit [www.kvcap.org/transportation/KVVan](http://www.kvcap.org/transportation/KVVan).

### ***From Somerset Explorer Rider Surveys***

“Local service is excellent. I am very thankful to have it.”

“I can’t think of a thing anyone could do to improve this valuable service. The drivers are terrific, the route has everything I need. Keep it up.”

### ***From KVVan Customer Satisfaction Surveys***

“Keep up the good work. I appreciate the rides and the drivers. I also appreciate the office people”.

“I would not be able to make my doctor’s appointments without your help.”

“So thankful for rides to Doctor. I do not drive or have a vehicle”.

“All the drivers are wonderful to me.”





## Annual Community Champion Awards

Congratulations to the following people/groups for positively impacting our communities:

***Karen Heck***, Mayor, City of Waterville  
**Community Leader Award**

*For her leadership and advocacy for children and families in the Waterville area and beyond.*

***Somerset County Transit Planning Committee***  
**Community Partnership Award**

*In recognition of the committee's partnership with KVCAP in planning and collaboration to successfully bring Transit Services to Somerset County.*

***Skowpendous Planning Committee***  
**Community Teamwork Award**

*In recognition of the committee's participation and collaboration for successfully planning the Annual Skowpendous event in Skowhegan.*

## Contracted Funding Sources

Bureau of Consumer Credit Protection  
 Coordinated Transportation Solutions  
 Greater Somerset Public Health Collaborative  
 Maine Children's Trust  
 Maine Department of Agriculture, Food & Rural Resources  
 Maine Department of Community & Economic Development  
 Maine Department of Environmental Protection  
 Maine Department of Health & Human Services  
 Maine Department of Transportation  
 Maine Judicial Branch  
 Maine State Housing Authority  
 NeighborWorks Association  
 New Balance Foundation  
 City of Rockland  
 United Way of Kennebec Valley  
 United Way of Mid-Maine  
 US Department of Agriculture  
 US Department of Energy  
 US Department of Health & Human Services  
 US Department of Health & Human Services– Administration  
 for Children and Families  
 US Department of Housing & Urban Development  
 US Department of Transportation  
 US Department of Treasury  
 Western Maine Community Action Agency

## Revenue & Expenses

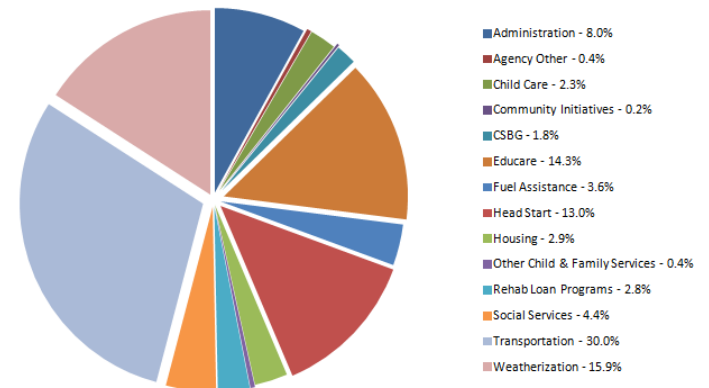
(Based on Audited Fiscal Year 2012 Financial Statements)

**Revenue Breakdown by Department**  
Total Revenue = \$19,769,221



■ Agency - 0.62%  
 ■ Child and Family Services - 34.63%  
 ■ Community Services - 39.87%  
 ■ Energy & Housing - 24.88%

**Expense Breakdown by Service Area**  
Total Expenses = \$19,670,631



## Investors in Change

*KVCAP's strongest support comes from those who share our deep belief in the power of community to promote positive change for families and individuals. Many thanks to the community members, businesses, organizations, and municipalities in 2013 who have contributed to furthering KVCAP's mission of building stronger communities in central Maine.*

Advance 1 Cleaning Services	CFC of Maine	Franklin Savings Bank	Kennebec Country Sheriff's Department
Alfond Youth Center	Christ Church Parish	Fred's Coffee	Kennebec Savings Bank
Thomas Alpert	City of Augusta	Free & Accepted Masons Waterville Lodge #33	Kennebec Valley Mental Health Center
AOS 92—Kennebec Valley Consolidated Schools	City of Gardiner	Lanelle Freeman	Key Appliance
Sheila Avila	City of Waterville	George J. Mitchell School Staff	Charles King
Bangor Savings Bank	Colby College	GHM Agency	Lori Kletzer
Bar Harbor Bank & Trust	Kathryn Colfer	Go Fund ME	Patricia Kosma
Ann L. Bates	Tera & Gary Coull	Victoria Gogan	KVCAP Board Members
Boy Locksmith	Country Crow Primitives	John T. Gorman Foundation	Lori Lachance
Barbara Brochu	Jessica Crowell	Grand Central Café	Allie & Josh Lambert
Lyn Mikel Brown	Julie Dana	Spencer & Linda Greatorex	Gail Laskey
Kathy Buck	Darling's Ice Cream	Dave & Kim Hallee	Elizabeth Lindsey
Sandy Burton	Dunkin Brands Inc.	Hammond Lumber Company	Long Timer's Group Maine State Prison
Anita & Valmond Cabana	Jacqueline Dupont	Hannaford	Maine School Administrative District #54
Laurel & John Calhoun	Michael & Carolyn Dupont	Healey & Associates	Maine Rural School Unit #19
Cappza's Pizza	Educare Central Maine	Karen Heck	Maine Rural School Unit #49
Ray Caron	Family Violence Project	Inland Hospital	Maine Rural School Unit #74
Valerie Caron	Fashions	Jobs for Maine Grads	
Cindy Carter	Jennifer Finnemore	Mark Johnston	Mainely Brews

## Investors in Change

Maine-ly Elder Care	Plourde Real Estate	Town of Fairfield	Waterville Police Department
Nicholas Markham	Gary & Paula Raymond	Town of Hartland	Waterville Sr. High Student Activities
MCAA Housing & Energy Council	Redington Fairview General Hospital	Town of Jackman	Waterville Teachers Association
McAvoy Management	Russakoff Jewelers Inc.	Town of Litchfield	West Front Market
McCormack Building Supply	SAPPI (SD Warren Company)	Town of Madison	Nancy Williams
Mid-Maine Chamber of Commerce	Kim Scarduzio	Town of Manchester	Rosemary Winslow
Monique Mitchell	Scotty's Pizza & Variety	Town of Monmouth	Christine Witham
Molina Healthcare	Sisters of Saint Joseph	Town of Norridgewock	Walmart Stores Inc.
Kerrie Moody	Skowhegan Savings Bank	Town of Oakland	Ken & Suzanne Walsh
Morneau's Carpentry	Stephen Soule	Town of Pittsfield	Warren's Office Supplies
Craig & Cheryl Nelson	Susan Squires	Town of Saint Albans	
New Balance	St. Sebastian Thrift Shop	Town of Solon	
New Dimensions Federal Credit Union	Standard Waterproofing Inc.	Town of Starks	
Northeast Bank	Thomas College Students	Town of Winslow	
People's United Community Foundation	Thompson Volkswagon	Jen Trott	
Plum Creek Timber	Town of Anson	Uncle Dean's Good Groceries	
Prince Family Foundation	Town of Benton	United Volunteers of Maine	
David Prince	Town of Bingham	Unity Foundation	
Michele Prince	Town of Canaan	Marie Viles	
Prism Painting Inc.	Town of China	Waste Management, Inc.	
Jaroslava Perkins	Town of Clinton	Waterville Elks	
	Town of Detroit	Waterville Family Practice	
		Waterville Fire Department	

***If you would like to be a KVCAP Investor in Change, please contact Sheila Avila at (207) 859-1566.***



The Kennebec Valley Community Action Program is a Chartered Member of NeighborWorks America. The NeighborWorks Green Organization designation is a recognition of our comprehensive commitment to sustainable operations. NeighborWorks America awards the designation to organizations that have met a set of green achievement criteria that covers an organization's overall management and office operations as well as the programs of the organization that are covered by the NeighborWorks Green Organization Guidelines. KVCAP has met the green achievement criteria in the following areas: homeownership education and counseling, lending, new construction, multifamily rehabilitation, single, family rehabilitation, asset and property management, owner and resident awareness, and community building and organizing. For more information on the NeighborWorks Green Organization Program, see [www.nw.org/green](http://www.nw.org/green).





Building Stronger Individuals,  
Families and Communities

Kennebec Valley Community Action Program

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*Directory of Services*

**Augusta**  
**622-4761**

**Skowhegan**  
**474-8487**

**Waterville**  
**859-1500**

**All Locations 1-800-542-8227**  
**[www.kvcap.org](http://www.kvcap.org)**

***Child Care—Early Head Start—Head Start***

Educare Central Maine 680-7211  
Fairfield 938-2043  
Hartland/St. Albans 938-2043  
Anson/Solon 938-2043  
MSAD# 54 (Skowhegan, Canaan, Norridgewock) 314-0780

***Social Services & Community Initiatives***

Employment Services 859-1584  
Family Enrichment Council 859-1514 or 859-1580  
Families in Transition 859-8508 or 859-1542  
Maine Families 859-2537 or 859-8508

***Energy & Housing Services***

Emergency Food Assistance 859-1542  
Financial Counseling & Education 859-1550  
Home Energy & Fuel Assistance 1-800-542-8227  
Home Energy Audits 859-1636  
Home Repair Loans & Grants 859-1635  
Keeping Seniors Home 859-1635

***Transportation Services***

All locations 1-800-542-8227

