



2018 Annual Report



**Creating Opportunities,
Growing Communities
since 1965**

Mark K. Johnston

April 12, 1954—October 25, 2018

Leader. Mentor. Colleague. Friend

It is with heavy hearts that we dedicate our 2018 Annual Report in honor of our CFO, Mark Johnston, who passed away in October at the age of 64.

Mark graduated from Yarmouth High School, and subsequently from the University of Maine at Orono, attaining a Bachelor's Degree in Business Administration, with a major in Accounting. Mark's first career was in banking, where he worked for 20 years. He became involved in internal auditing when he attained a Certified Internal Auditor certification, one of the first CIA's in Maine, and coordinated bank audits for the Northeast Region of KeyCorp. His latter banking years were as Senior Vice President of Administration for KeyBank of Maine.

Mark joined the Kennebec Valley Community Action Program (KVCAP) team in 1997. He has been an integral part of our Senior Management team for the past 21 years. Mark was first hired as KVCAP's Youth Build Director and was quickly promoted to Chief Financial Officer. In this role he oversaw all aspects of finance, information technology, and facilities. Mark played a major role in the development of numerous projects, including the Gerald Hotel senior housing project, Cony Village, and the construction of Educare Central Maine. Mark loved working for KVCAP and believed wholeheartedly in our mission – to help people and families living in poverty become more economically stable. His work in community action was far reaching and his gift for creating lasting friendships extended throughout Maine, New England, and beyond.

Outside of work, Mark was devoted to various local community organizations. He was a proud member of the Boy Scouts of America, where he earned the highest rank as Eagle Scout at age 16. Later he served as committee chair while his son completed the program, and most recently, he watched happily as both of his grandsons continue the tradition. He has served as a member on the board of Genesis Community Loan Fund in Bath, was a founding member and President, of the Richmond Eldercare Coalition for 22 years, and the Treasurer of the Richmond Area Health Center for over 10 years.

Most of all, Mark loved spending time with his family, friends, and colleagues. He enjoyed golfing, snowmobiling, the Red Sox, and attending his grandsons' sporting events. Mark was known best for his love of boating.

The close friendships that he forged during his career at KVCAP were extensive. Mark was well known for his generosity, humor, genuine smile, and kind heart. He was a remarkable man and will be deeply missed by many.



*Tenderly we treasure the past
with memories that will always last.*

Dear Friends,

We are pleased to present the Kennebec Valley Community Action Program's (KVCAP) 2018 Annual Report. For 53 years, KVCAP has served the Central Maine region and beyond with services to assist lower income individuals and families in a myriad of ways, in order to help them, and the communities they live in, to be healthy and thriving.

So, how do you empower families and communities to be healthy and thriving? At KVCAP, we believe it starts by working with the *whole* family to ensure that children and caregivers have a system of resources and support that will enable the entire family to craft their own goals leading to academic, economic, social, and physical well-being.

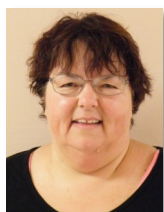
Here at KVCAP, we are piloting an innovative way to serve families, commonly referred to as the Whole Family Approach or "Two-Gen". This model focuses on families in a more holistic way by combining access to high quality early care and education (for the children) with wrap around services (for adult family members) that strengthen the family core; including employment and education for adults, parent education, household management, and self-advocacy skills. Not only does this entail working closely with families to set goals and action steps, but it also means that all KVCAP programs work in harmony to ensure that services are seamless and on a parallel pathway for families that utilize more than one KVCAP program.

We are learning through years of studies that this model is effective in creating long lasting positive outcomes for children and families. Implementing this new approach provides the foundation for all family members to reach their goals *as a family unit*. Each family decides where they want to go and how they want to get there – and we help them with resources and support. This is the very heart of community action!

With Gratitude,



Heather Merrow
KVCAP Board President



Suzanne Walsh
KVCAP CEO



KVCAP Board of Directors

KVCAP is governed by a Board of Directors comprised of volunteers from our service area. Our bylaws ensure that the Board represents the communities we serve and brings together caring, dedicated community members from diverse professions, income levels, and backgrounds to support KVCAP's mission.

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Richard Staples, Treasurer

George Joseph, Vice President
Julie Redwine, Secretary

Denver Brown
Jeff Johnson
Betty St. Hilaire
Jacksie Witham

Dennis Carrillo
Michael Mitchell
Mark St. John

Anna Court
Flavia Oliveira
Richard St. Pierre

Sheryl Gregory
Julie Smith
Pamela Thompson

2018 Community Champion Award Winners

Jackie Dupont—Community Spirit Award

Jackie has been a champion for the South End Neighborhood since 2002. She has worked tirelessly to advocate for and improve the neighborhood, serving as a member of the South End Neighborhood Association for 14 years, as its chair for 6 years, and for one term as Ward 7 City Councilor. Jackie's work in her community has truly made a difference!

Paula Raymond—Community Spirit Award

Paula grew up in the South End and has never lost her passion for the neighborhood. She joined the South End Neighborhood Association as an advocate and supporter nearly 9 years ago and immediately made her mark. She revitalized the Quality of Life Committee, recruiting new members and serving as its facilitator for the past 3 years. The South End is greatly improved by her ongoing efforts.

Brent Colbry—Children's Advocacy Award

Meeting the needs of children is always at the top of Superintendent Colbry's list. He champions learning environments that help children grow and thrive, believing that the goal of education is to find and build upon the strengths of every child. Superintendent Colbry has been unwavering in his support of early care and education, and is a valued and respected KVCAP partner.

Peter Diplock, Hannah Bard, Michelle Webb Robicheau, Shannon Gifford Community Teamwork Award

Three years ago KVCAP reached out to key community partners to participate in an Educare initiative focused on Two-Generation Approaches. This team's efforts have supported effective partnerships to move families toward financial stability and well-being by contributing their time, expertise, and commitment to adopting this approach.



4th Annual Community Celebration
Educare Central Maine

Kathy Colfer—Child & Family Services Director

We are greatly honored to recognize Kathy Colfer for her 20 years of service at KVCAP. Kathy began her tenure as the Director of Business & Information for Child & Family Services. In 2006 she was promoted to Director of Child & Family Services, overseeing the entire department. She has been a valued member of KVCAP's Senior Management Team for many years.

Kathy's work has had a positive and long lasting impact on thousands of children through the expansion of high-quality early care and education services, in Central Maine and beyond. Congratulations and thank you, Kathy, for building a foundation for success for KVCAP, as well as the families we serve - now and in the future.

We wish you a happy and adventure-filled retirement. You will be missed!



Annual Bike Swap

South End Teen Center
May 19, 2018



KVCAP's Vision

Our Vision for the Kennebec Valley Region is thriving communities made up of individuals and families who are healthy, financially secure, and able to reach their fullest potential.

KVCAP's Mission

Our Mission is to strengthen individuals, families and communities by providing direct services and partnering with others to create sustainable solutions to poverty in an ever-changing environment.

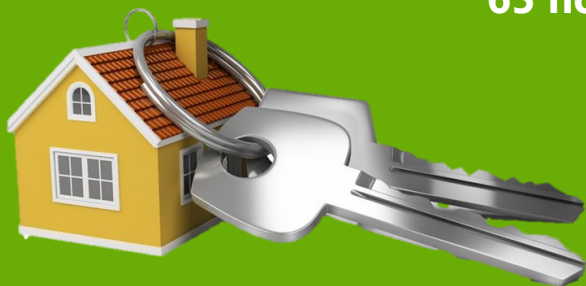
Energy & Housing

12,866 people stayed warm because of our **Fuel Assistance Program**.

Health & safety risks were repaired in **28 homes**.

356 people had their **furnace serviced or replaced**.

65 homes were **weatherized**.



We helped **145 people** **purchase a home**,
and **10 homeowners** **avoid foreclosure**.

Community Initiatives

Health Navigators helped **111 uninsured** people secure health insurance through the ACA Marketplace.



KVCAP and local partners organized **6 job fairs** reaching over **450 people**.

The **South End Teen Center** has **68 members**.

91% completed the **school year**.

9 members held part-time **jobs**.

42 volunteered in the community.



Transportation



Kennebec/Somerset Explorer public buses gave **90,835 rides** bringing people to work, learn, shop, access health care, and more.

KV Van and volunteer drivers provided **195,756 rides** bringing people to medical and social service appointments.



3.8 million miles driven in 2018.

That is equal to driving **3 round trips to Los Angeles every day!**

Maine Families Home Visiting partners with expecting or new parents of babies and toddlers to ensure safe home environments and promote healthy growth & development.



283 families connected with a home visitor.

2,939 home visits were completed.

Family Enrichment Council

works to prevent child abuse in Kennebec & Somerset counties.



459 local service providers attended KVCAP-facilitated **Mandated Reporter** trainings.

Social Services

The Kennebec and Somerset **Poverty Action Coalitions** are grassroots groups that work with KVCAP to create solutions to the **barriers to prosperity**.



Resource Navigators connected **243 people** to a variety of services, helping them improve their financial stability on their journey out of poverty.

53 Community Investors

in Kennebec County raised over **\$22K**. Their support helped **40** families access basic essentials when there were NO other resources.

In Somerset County, **Community Investors** contributed over **\$3,000** helping **11** families.

Community Initiatives

Head Start ■ Early Head Start ■ Educare Central Maine ■ Child Care Early Head Start Child Care Partnership

577 children (birth – 5 years) increased their **readiness for school success**.

568,414 hours of quality early care and education services were provided.

92,431 healthy meals and snacks were served.

527 parents improved their **parenting skills**.

Community child care providers received more than **5,100 hours** of training and technical support from KVCAP.



Child & Family Services

Community Action Network's Core Funding: Community Services Block Grant (CSBG)

Community Action Agencies nationwide receive federal Community Services Block Grant (CSBG) funding. This allows agencies to implement services and strategies that address issues of poverty at the local level, with a goal to increase the family stability and financial security of the people we serve. To guide the allocation of CSBG dollars, agencies are required to conduct a comprehensive community needs assessment every three years, which can be found on the KVCAP website.



CSBG funded programs and activities for 2018 included:

- Employment support services
- Child abuse and neglect prevention and parent education/supports
- Connecting people to resources
- South End Teen Center
- Child care supports
- Poverty Action Coalition—raising awareness of poverty issues
- Community Investors initiative
- Partnership building to expand community resources
- Agency capacity activities

Government Funding Sources

Bureau of Consumer Credit Protection
Maine Department of Economic & Community Development
Maine Department of Environmental Protection
Maine Department of Health & Human Services
Maine Department of Labor
Maine Department of Transportation
Maine Judicial Branch – Office of the Courts
Maine State Housing Authority
U.S. Department of Agriculture
U.S. Department of Energy
U.S. Department of Health & Human Services
U.S. Department of Health & Human Services – Administration of Children & Families
U.S. Department of Housing & Urban Development
U.S. Department of Transportation
U.S. Department of Treasury

The Promise of Community Action

Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.

Revenue & Expenses (Based on Audited Fiscal Year 2017 Financial Statements)

Revenue Breakdown by Funding Source

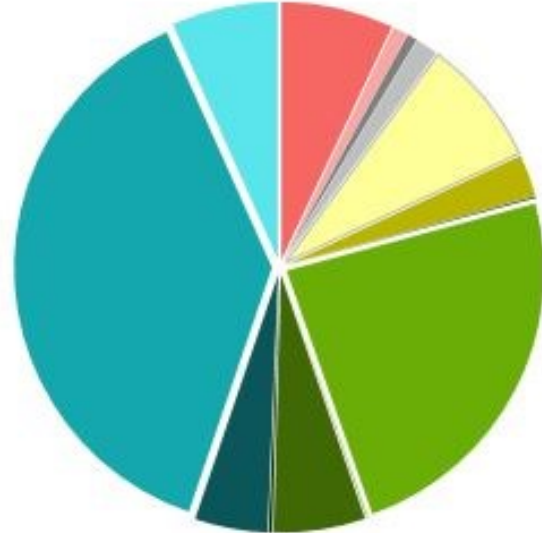
Total Revenue = \$25,200,996



- Grants & Contracts—56.33%
- Program Revenue—38.23%
- Other Revenue—1.57%
- In-kind—3.87%

Expense Breakdown by Service Area

Total Expenses = \$25,482,407



- Administration—7.06%
- Community Initiatives—0.64%
- Educare Programming—7.99%
- Fundraising—0.09%
- Housing—0.11%
- Rehab Loan Programs—0.22%
- Social Services—4.57%
- Weatherization—6.70%
- Agency Other—0.95%
- CSBG—1.42%
- Fuel Assistance—2.64%
- Head Start—23.80%
- Other Child & Family Services—5.74%
- Transportation—38.07%

Private Funding Sources

Alfond Youth Center
 Bill & Joan Alfond Foundation
 Buffett Early Childhood Fund—
 Early Learning Network
 Community Development Foundation
 Consumers for Affordable Health Care
 Greater Somerset Public Health Collaborative—
 Redington Fairview General Hospital
 Harold Dudley Charitable Fund
 Healthy Northern Kennebec
 Inland Hospital
 John T. Gorman Foundation
 Kennebec Savings Bank
 Lennox Foundation
 Maine Cancer Foundation
 Maine Children's Trust

Maine Community Action Association
 Maine Community Foundation
 Maine Early Learning Investment Group
 MaineGeneral Health
 Maine Quality Counts
 NeighborWorks America
 Oak Grove Foundation
 Penquis Community Action Program
 People's United Community Foundation
 Quimby Family Foundation
 Southwest Human Development
 Stephen & Tabitha King Foundation
 The Cabin Foundation
 United Way of Greater Portland
 United Way of Kennebec Valley
 United Way of Mid-Maine

Thank you to all our donors!

Business, Community, and Municipal Support

Advance 1 Cleaning Service
Alfond Youth Center
Alfond Youth Center-Torch Club
All Saints Church
Amazon Smile
Animal Medical Clinic
Augusta Boys & Girls Club
Bangor Savings Bank
Bee Line Cable
Benevity
Bethlehem Lodge #35
Boy Locksmith
Cappza's Pizza
Central Maine Disposal
Central Maine Motors Auto Group
Central Maine Power Company
CGI Technologies & Solutions
Child Development Services
City of Augusta
City of Gardiner
City of Rockland
City of Waterville
Colby College
Cross Insurance
Darling's Ice Cream Truck for a Cause
David Mathieu Co. Inc.
Dead River
Doyle & Nelson
Educare Central Maine
Eric's Restaurant
Fairfield United Methodist Church
Ferris Variety, Inc.
Ferris, Gurney, Grant & Crook, PA
Fine Line Paving & Grading LLC
First Congregational Church
Franklin Savings Bank
Fred's Coffee
GFWC Semper Fidelis Club
GHM Insurance
Gibson LeClair LLC
Giving Assistant
Grand Central Cafe
Hammond Lumber Co.
HB Software Solutions
HBSS Connect Corporation
Healey & Associates
Health Plans Inc.
Highland Plantation
Huhtamaki
JAI Software
Kelley Petroleum Products
Kennebec Behavioral Health
Kennebec Federal Savings
Kennebec Savings Bank

Kennebec Valley Community College
Kyes Insurance Co.
Kyocera Document Solutions New England
Madison Animal Hospital
Main Street Fuel
Maine Children's Home for Little Wanderers
Maine Energy Pros Inc.
Maine Paper & Janitorial Products
Maine Rural School Unit #19
Maine Rural School Unit #49
Maine Rural School Unit #54
Maine Rural School Unit #74
Maine State Credit Union
Mainely Brews
McCormack Building Supply Inc.
Mid Maine Chamber of Commerce
MobilityWorks of Gray
Motor Supply Co.
New Dimensions FCU
O'Connor Auto Park
PFBF CPAs
Pride Manufacturing Company
Prompto, Inc.
PT Cab Company
Randy's Full Service Auto
Ray Haskell Ford
SAPPI North America
Scotty's Pizza & Variety Store
Silver Street Tavern
Sisters of St. Joseph of Lyons
Skowhegan Rotary Club
Skowhegan Savings
Somerset Education Association Retired
Sousa's Oil Burner Service
South End Neighborhood Assn.
Sprague & Curtis
Standard Waterproofing
Stratham Tire
Sutherland Weston
T-Mobile
Taylor's Drug Store
The Chez Patee
The Children's Cottage
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Town of Bingham
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Town of Norridgewock
Town of Oakland
Town of Palmyra
Town of Randolph
Town of St. Albans
Town of Skowhegan
Town of Smithfield
Town of Vassalboro
Town of Winslow
Trust of Nicholas and Cristian von Schnell
United Ambulance
United Bikers of Maine
United Insurance
United Way of Mid-Coast Maine
University of Maine at Augusta
Veterans of Foreign Wars - Forest J. Pare Post #1285 - Mens Auxiliary
Waterville Area Habitat for Humanity
Waterville Creates
Waterville Education Association
Waterville Housing Authority
Waterville Masons Lodge #33
Waterville Noontime Rotary Club
Waterville Public Schools
Waterville Sunrise Rotary Club
WB Mason
Weeks & Sons Well Drilling
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York County Community Action Corp.



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**For all services call toll-free: 1-800-542-8227
or visit www.kvcap.org**

Waterville 859-1500 ▪ Skowhegan 474-8487 ▪ Augusta: 622-4761 ▪ Wiscasset 859-1500

Childcare - Early Head Start - Head Start - Family Child Care

Home Visiting or Family Child Care (Home Start) 859-1621
Educare Central Maine 680-7211
Fairfield & Clinton 314-8949
Anson, Solon 649-2347
St. Albans 938-3159
MSAD# 54 Infant & Toddlers (Skowhegan) 858-1450
MSAD# 54 Preschool (Canaan, Norridgewock, Skowhegan) 314-0780

Community Initiatives

Resource Navigator/KENSOM Coordinator (Somerset County) 859-2545
Resource Navigator (Kennebec County) 859-1547
South End Teen Center 873-5621
Youth Outreach 616-1007

Energy & Housing Services

Energy & Fuel Assistance 1-800-542-8227
Home Repair 859-1544
Homeownership 859-1637
Financial Counseling/Education 859-1622
Real Estate Development/Cony Village 859-1554

Social Services

Family Enrichment Council - Kennebec County 859-1514 or 859-1580
Family Enrichment Council - Somerset County 859-2520
Maine Families 859-2537 or 859-8503

Transportation Services - All locations 1-800-542-8227 or 859-1500

