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

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**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.

Heather Merrow, President  
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Jacksie Witham
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.
Retirement Recognition

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!

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.
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!

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

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

The South End Teen Center has 68 members.

91% completed the school year.

9 members held part-time jobs.

42 volunteered in the community.

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

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.
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.

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**.

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.
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
Maine General 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  Kennebec Valley Community College  Town of China
Alfond Youth Center  Kyes Insurance Co.  Town of Clinton
Alfond Youth Center-Torch Club  Kyocera Document Solutions New England  Town of Detroit
All Saints Church  Madison Animal Hospital  Town of Fairfield
Amazon Smile  Main Street Fuel  Town of Farmingdale
Animal Medical Clinic  Maine Children’s Home for Little Wanderers  Town of Jackman
Augusta Boys & Girls Club  Maine Energy Pros Inc.  Town of Lisbon
Bangor Savings Bank  Maine Paper & Janitorial Products  Town of Madison
Bee Line Cable  Maine Rural School Unit #19  Town of Manchester
Benedict  Maine Rural School Unit #49  Town of Monmouth
Bethlehem Lodge #35  Maine Rural School Unit #54  Town of Moscow
Boy Locksmith  Maine Rural School Unit #74  Town of Norridgewock
Cappza’s Pizza  Maine State Credit Union  Town of Oakford
Central Maine Disposal  Mainely Brews  Town of Palmyra
Central Maine Motors Auto Group  McCormack Building Supply Inc.  Town of Randolph
Central Maine Power Company  Mid Maine Chamber of Commerce  Town of St. Albans
CGI Technologies & Solutions  MobilityWorks of Gray Motor Supply Co.  Town of Skowhegan
Child Development Services  O’Connor Auto Park  Town of Smithfield
City of Augusta  PFBB CPAs  Town of Vassalboro
City of Gardiner  Pride Manufacturing Company  Town of Winslow
City of Rockland  Prompto, Inc.  Trust of Nicholas and Cristian von Schnell
City of Waterville  PT Cab Company  United Ambulance
Colby College  Randy’s Full Service Auto  United Bikers of Maine
Cross Insurance  Ray Haskell Ford  United Insurance
Darling’s Ice Cream Truck for a Cause  SAPPi North America  United Way of Mid-Coast Maine
David Mathieu Co. Inc.  Scotty’s Pizza & Variety Store  University of Maine at Augusta
Dead River  Silver Street Tavern  Veterans of Foreign Wars - Forest J. Pare Post #1285 - Mens Auxiliary
Doyle & Nelson  Sisters of St. Joseph of Lyons  Waterville Area Habitat for Humanity
Educare Central Maine  Skowhegan Rotary Club  Waterville Creates
Eric’s Restaurant  Skowhegan Savings  Waterville Education Association
Fairfield United Methodist Church  Somerset Education Association Retired  Waterville Housing Authority
Ferris Variety, Inc.  Sousa’s Oil Burner Service  Waterville Masons Lodge #33
Ferris, Gurney, Grant & Crook, PA  South End Neighborhood Assn.  Waterville Noontime Rotary Club
Fine Line Paving & Grading LLC  Sprague & Curtis  Waterville Public Schools
First Congregational Church  Standard Waterproofing  Waterville Sunrise Rotary Club
Franklin Savings Bank  Stratham Tire  WB Mason
Fred’s Coffee  Sutherland Weston  Weeks & Sons Well Drilling
GFWC Semper Fidelis Club  T-Mobile  Where M. I. Taxi Inc.
GHM Insurance  Taylor’s Drug Store  York County Community Action Corp.
Gibson LeClair LLC  The Chez Paree
Giving Assistant  The Children’s Cottage
Grand Central Cafe  Town of Albion
Hammond Lumber Co.  Town of Anson
HB Software Solutions  Town of Athens
HBSS Connect Corporation  Town of Benton
Healey & Associates  Town of Bingham
Health Plans Inc.  Town of Canaan
Highland Plantation  Town of China
Huhtamaki  Town of Clinton
JAI Software  Town of Detroit
Kelley Petroleum Products  Town of Fairfield
Kennebec Behavioral Health  Town of Farmingdale
Kennebec Federal Savings  Town of Jackman
Kennebec Savings Bank  Town of Lisbon

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Senator Rodney Whittemore
Mrs. Andrea Williams
Jim & Linda Wood
Patricia Woodward
Jonathon Wright
Directory of Services

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