

LOWER CAPE OUTREACH COUNCIL

LOWER CAPE OUTREACH COUNCIL, INC.
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ANNUAL REPORT
FISCAL YEAR
2017



*"To ease another's
heartache is to
forget one's own."*

- Abraham Lincoln



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The mission of the Lower Cape Outreach Council is to provide emergency assistance of food, clothing and financial support to individual and families in Brewster, Chatham, Eastham, Harwich, Orleans, Provincetown, Truro and Wellfleet which will lead to healthy, productive and self-sustaining lives as part of the Cape Cod community.

The Lower Cape Outreach Council, Inc. is a volunteer organization governed by a Board of Directors. It employs a Chief Executive Officer, Chief Operating Officer, Database Administrator, a Special Projects Director and a part time Bookkeeper who, along with standing committees and other volunteer staff, oversee the day-to-day operations.

We run nine pantries to provide emergency food and Katy's Korner, a free clothing store for Council clients offering seasonal used clothing, bedding and some household items. The main pantry and Katy's Korner are located at the Lower Cape Outreach Council Center at 19 Brewster Cross Road, in Orleans, MA.

The Council also operates a thrift and consignment store, the Hope Chest, located at the Friends' Marketplace Plaza in Orleans.

Lower Cape Outreach Council is organized and operates as a non-profit corporation formed under Chapter 180 of the Massachusetts General Laws and for the purposes set forth in its Articles of Incorporation and as specified in Section 501(c)(3) of the Internal Revenue Code.

The objectives of the corporation, as set forth in the LCOC Bylaws, are to:

- A. *Meet the emergency needs of lower Cape Families and individuals for food, fuel, shelter, utilities, clothing, medical aid, and other basic necessities;*
- B. *Develop cooperative efforts with other existing social service agencies where possible to meet those emergency needs.*

The Lower Cape Outreach Council, Inc. seeks support in the form of volunteer services, cash and/or other things of value from individuals, groups and public and private organizations. Value of Volunteer Contributions for 2017: 18,099 hours = \$540,798.

The Council is a non-discriminatory organization and has no political connections or agenda.

We allocate no cash payments directly to clients but do make payments on behalf of clients.

The names of all recipients of our services are kept in strict and secure confidence.

Records of services performed are kept at the Lower Cape Outreach Council, Inc. headquarters in Orleans, MA.

OFFICERS, BOARD of DIRECTORS, STAFF, MANAGERS and COMMITTEE CHAIRS

OFFICERS:

President: **Nancy Renn**
Vice President: **Pat Rowell**
Secretary: **David Willard**
Treasurer: **Jason Nye**
Assistant Treasurer: **Jack Sundermier**

STAFF:

Chief Executive Officer: **Larry Marsland**
Chief Operating Officer: **Gennie Moran**
Database/Accounts Manager: **Therese DuPree**
HopeWorks Coordinator: **Diane Casey-Lee**
Facilities Coordinator: **Howard Thomas**
Hope Chest Co-Manager: **David Silberberg**
Hope Chest Co-Manager: **Jayne Clark**

DIRECTORS:

Page McMahan
Ellen Ehrhart
Judy Gaechter
Lee Chirgwin
Rodie Thompson
Richard Bernstein

John Roman
Kim Concra
Rick Morris
Sassy Richardson Roche
Abby Summersgill
Past President: **Ellen Dickinson**

VOLUNTEER MANAGERS:

Coordinator of Pantries: **Gennie Moran**
Central Pantry Managers: **Nancy Sweeny, Lorraine Wichern**
Katy's Korner Manager: **Diane Smith, Candy Franklin**
Office Manager: **Sue Johnson**
Food Distribution Coordinator: **Jessica Dill**
Volunteer Coordinator: **Nancy Renn**

HONORARY DIRECTORS:

Senator Julian Cyr
Rep. Sarah Peake
Rev. Dr. Douglas Scalise

Senator Dan Wolf
Ken Mayo Johnson

A Message from the President

As I reflect on my second year as Board President of Lower Cape Outreach Council I am both gratified and humbled by all we've accomplished together. Although some days were very long, the two years have actually flown by! The word that comes to mind is teamwork, for through teamwork the organization has achieved a number of significant milestones.

- **Service Enterprise Certification:** For the past year the Volunteer Committee, Staff, and Board have worked diligently together to evaluate current volunteer practices and create new models to enhance and celebrate our volunteer-driven organization. Lower Cape Outreach Council is now certified as a Service Enterprise by Points of Light, a national organization dedicated to recognizing exceptional volunteer service. We join a prestigious group of national non-profits committed to effective delivery and utilization of volunteer time and talent to achieve our mission to the community.
- **GuideStar Recognition:** The Development Committee, Staff and Board worked together to update important financial information to share with the public through our GuideStar NonProfit Profile. We recently earned the Gold Seal of Transparency which is yet another opportunity to share our story with the community.
- **Lower Cape Outreach Promotional Video:** Under the creative talent and leadership of Chris Szwedo Productions, we now have a two and a half minute video highlighting our ongoing mission and active programs and services. A team including Volunteers, Staff, Clients, Board Members and Community Supporters worked with Chris to tell our story in pictures, balancing the seasonal and economic challenges of our community with the resiliency of our clients and volunteers. This video captures the spirit of our organization and will be a visual invitation to learn more about all we do.

Thank you to our small and very hard-working Staff, the Board of Directors, Standing Committee members, the Volunteers in every aspect of our operation, and the Community for their steadfast dedication to the daily work, their commitment to the organization, and their vision for its future. I am impressed by the energy of those who plan, support and attend the fundraisers. I am thankful for the generosity of individuals, small groups, civic and religious organizations, businesses, towns, and foundations. I am encouraged by the enthusiasm of those who help everything run smoothly. Allow me to echo Henri Nouwen, "Community is first of all a quality of the heart. It grows from the knowledge that we live not for ourselves but for one another."

Thank you for the opportunity to help lead and grow this organization that means so much to so many.

Nancy Renn
Board President



From the Chief Executive Officer

Neighbors Being Neighbors...

There are people who come into our offices almost every day. They're like family. They each have a story. Sometimes they're looking for food or a tank of gas but just as often, they're looking for someone who's willing to listen, to talk for a while.

There's a lady in her 70s, very intelligent with impressive educational credentials. She comes here several times a week. She discusses her problems with Gennie or with me if Gennie is otherwise engaged. She has no home. She lives in her car. She made it through last winter's cold and storms living in her car. She comes to us because we treat her with respect. Other local organizations who should know better treat her like she's a pest. We let her use an empty office to make her phone calls and conduct her personal business.

There's another lady who worked in the nursing home where my mother spent the last year of her life. I thought she didn't recognize me but lately, after all these years, she's taken to telling me what a good son I was. (Funny, how happy that makes me.) Apparently, this lady has a son who is not as kind to her as he could be. Like so many people, she comes here because there is no one to care about her or what's going on in her world. I listen to Gennie talk so kindly and protectively to this lady. It makes me proud that this is a place where she feels welcome.

People don't thrive in isolation. Problems and regrets become huge and unmanageable when there's no one to share, no one to listen. So often, the sustenance needed most is attention. And, frankly, it gives me great pleasure and satisfaction when someone finds comfort here in our offices, with our staff and volunteers. We create an atmosphere of support that is so healing to folks who are living in chaos or fighting off despair.

This is a wonderful organization for so many reasons. When you look at the numbers for last year, you'll see that we gave out massive amounts of assistance to residents of the Lower Cape. In addition to food, clothing and financial help, we helped them access SNAP, federal fuel assistance and affordable medical insurance. We offered them a jobs program, micro loans, mentoring and tuition assistance. We helped nearly 2,000 households in times of crisis and supported them in building better futures.

The one thing that is hard to quantify is the number of souls who have found a port in the storm right here in our offices. We use the slogan, *Neighbors Helping Neighbors* and we give it meaning that transcends the practical and the obvious. We help our neighbors by treating them like neighbors, like people who have challenges and opportunities, just like us, just like everyone else on the planet.

I think this makes circumstance more manageable. When you can take the sting out of reversals, when you can alleviate the loneliness of disappointment, I think you make healing more possible, change more likely. We do that here every day.

Larry Marsland
Chief Executive Officer



	Brewster	Chatham	Eastham	Harwich	Orleans	Provincetown	Truro	Wellfleet	Totals
CASH ASSISTANCE									
Households	264	193	167	325	306	60	53	88	1,456
	\$95,528	\$67,565	\$58,033	\$118,075	\$93,804	\$24,544	\$18,467	\$34,421	\$510,437
Total Cash Assistance	\$95,528	\$67,565	\$58,033	\$118,075	\$93,804	\$24,544	\$18,467	\$34,421	\$510,437
DONATED GOODS									
Pantry Orders Value	\$37,980	\$54,400	\$38,120	\$47,980	\$45,280	\$15,320	\$90,360	\$110,040	\$439,480
Total Orders	247	456	282	329	499	128	565	890	3,396
Adult Visits	396	749	523	554	685	192	901	1368	5,368
Child Visits	188	431	186	325	252	14	239	481	2,116
Food Distributions									
Food Value	\$2,388	\$2,795	\$3,218	\$7,642	\$2,838	\$4,263	\$1,640	\$406	\$25,190
Orders	57	74	85	205	78	119	43	11	672
Thanksgiving Baskets	\$2,080	\$2,400	\$1,760	\$2,080	\$3,680	\$240	\$3,840	\$2,480	\$18,560
Orders	26	30	22	26	46	3	48	31	232
Clothing Orders	\$20,163	\$21,249	\$21,541	\$17,307	\$25,621	\$2,225	\$3,763	\$4,276	\$116,143
Orders	311	296	400	279	691	32	58	89	2,156
Holiday Toys Value	\$5,325	\$8,175	\$3,675	\$9,000	\$4,425	\$900	\$600	\$2,325	\$34,425
Children Receiving Toys	63	96	42	108	43	11	8	28	399
Total Value Donated Goods	\$67,936	\$89,019	\$68,314	\$84,008	\$81,844	\$22,948	\$100,203	\$119,527	\$633,798
Grand Total	\$163,464.43	\$156,583.39	\$126,346.46	\$202,083.75	\$175,647.68	\$47,492.14	\$118,669.75	\$153,947.14	\$1,144,234.74
Service Units	968	1,145	998	1,272	1,663	353	775	1,137	8,311

Supporting Businesses, Foundations, Organizations and Religious Organizations

BUSINESSES

102.3 the Dunes
 3PS Design
 Academy of Performing Arts Playhouse
 Advantage Carpet & Rug Cleaning
 Agway of Cape Cod Charitable Foundation
 AIM Thrift shop, Inc.
 ANIMAL HOSPITAL OF ORLEANS
 Augustus Construction, Inc.
 Automatic Data Processing, Inc
 Barley Neck Inn
 Bass River Coins
 Bayside Home Services
 Beachfront Realty of Provincetown
 Beanstock Coffee Roasters
 Bennett and Wafu Psychotherapy
 Bennett Environmental Associates, Inc.
 Benz Financial Services
 Bistro on Main
 Black Duck Landscaping
 Boston Red Sox
 Brass Lantern Inn
 Breakwater Construction
 Brewster Bike
 Brewster Park Movie Club
 Brewster Pizza House
 Buca's Tuscan Roadhouse
 Butler Kennels, LLC
 Cape Air/Nantucket Airlines
 Cape Associates, Inc.
 Cape Cod 5 Foundation
 Cape Cod Coastal Realty, LLC
 Cape Cod Five Cents Savings Bank
 Cape Cod Healthcare, Inc.
 Cape Cod National Golf Course
 CAPE COD OIL COMPANY
 Cape Cod Symphony
 Cape Escape Adventure Golf
 Cape Sea Grille
 CAPTAIN LINNELL HOUSE (Conway Enterprises Ltd.)
 Chatham Bakery
 Chatham Bars Inn
 Chatham Sheet Metal
 Chatham Village Market
 Chequessett Yacht & Country Club
 Coastal Engineering
 Coughlan Enterprises, Inc dba Kate's Kapers
 Cranberry Valley Golf Course
 Crocker Nurseries
 Crowne Point Historic Inn & Spa (The Pointe)
 Curbstone Financial Management Corporation
 Deborah Paine, Inc.
 Deep Blue Cape Cod
 Del Mar Chatham Bar & Bistro
 Donnellan Golf 365
 Duarte/Downey Real Estate Agency, Inc
 Earth House
 Eastham Discount Oil
 Eastward Ho - Golf Pro
 Eldredge & Lumpkin Ins. Agency
 Elements Theatre Company
 EMACK & BOLIO'S
 Ember Coal Fired Pizza & Wings
 Fetting Tile Co., Inc.
 FIN Restaurant
 First Citizens' FCU
 First Step Counseling Services, Inc.
 Fit To A Tee Golf
 Four Points Sheraton
 Frank A. Days & Sons
 Frank's Citgo
 Friends' Marketplace
 Gift Barn Inc. - Eastham
 Gotland Horse & The Moppet Shop
 Hairology
 Handyworks
 Harwich Paint and Decorating
 HG Charitable Foundation
 Homewatch Companies
 If The Shoe Fits
 Impudent Oyster
 Inaho Japanese Restaurant
 J.T.'S Seafood Restaurant
 J.W. Dubis & Sons, Inc.
 John G. Latham, Inc.
 Johnson & Johnson, Inc.
 Jon R. Fuller Locksmith
 KAROO Restaurant
 Kerry Insurance Agency
 Kinlin Grover Real Estate
 La Tanzi, Spaulding & Landreth, P.C.
 Land Ho!
 Landmark Mortgage LLC
 Latanzi, Spaulding & Landreth
 LEARNING GARDEN, INC.
 Lowey Chiropractic Wellness Center
 Maurice's Campground, Inc.
 Mayflower Glass Company Inc
 McKenzie Engineering Consultants, Inc.
 Metta Massage
 Mia's Nail Design
 Monomoy Fuel Co.
 Montgomery Financial Group, Inc.
 MTI Unified Communication
 National Grid
 Nauset Farms
 Nauset Fellowship, Inc
 Ocean Edge Resort & Golf Club
 Ocean House
 Old Sea Pines Inn
 Orleans Farmer's Market
 Orleans MLS Tour
 Orleans Yoga & Pilates Inc.
 Ostrander Insurance Agency
 Outer Reach LTD.
 Pain D'Avignon Cafe-Boulangerie
 Pampered Chef
 PB Boulangerie
 Peregrine Theatre
 Peter Wade Company
 Philbrook Engineering and Construction
 Pine Tree Nursery
 Pink Fish, Inc.
 Polhemus, Savery, DaSilva
 Professional Translation Inc.
 Provincetown Inn
 Provincetown Theatre
 Prudential Financial Inc
 Puzzle Me This
 Red Barn Pizza & More
 Rock Harbor Grill
 Ross, Miriam
 Ryder & Wilcox
 Safe Harbor Bus, Estate & Asset Protect Planning
 Salon Silhouette, LLC
 Scargo Cafe
 Schmidt, James
 Shady Knoll Campground
 Shepley Wood Products
 Snow's Home and Garden
 Spyglass Security LLC
 Stop and Shop, Harwich Store
 Terra Luna
 The Brewster Fish House

The Cape House Shop, LLC
 The Captain's Golf Course
 The Chatham Home
 The Chatham Squire
 The Colony of Wellfleet, Inc.
 The Hot Chocolate Sparrow, Inc.
 The Mews Restaurant & Cafe
 The Monomoy Theatre
 The Old Salt's Appraisal Co. LLC
 The Old Yarmouth Inn
 The Red Barn
 The Red Inn
 The Red Pheasant Inn
 The Wagner at Duck Creek
 The White Gate's Cottages
 The Whole Clam LLC, "The Knack"
 The Wicked Oyster
 Thomas Plumbing & Heating
 Thrifty Car Rental
 True Value Hardware
 Underground Art Gallery
 Ungerdogs
 VanRensselaer's Restaurant & Raw Bar
 Ventuno Restaurant
 Victory Fisheries Co F/V Victory
 Viera
 W. Vernon Whiteley Plumbing and Heating
 Wellfleet Marketplace, Inc.
 Wellfleet Oyster Co.
 WeNeedaVacation.com
 Wequassett Resort and Golf Club
 Wesley Woodworking
 West Branch Capital LLC
 West Gate Home Medical Equipment, Inc
 Whiteley Fuel Oil Co.
 Whitman House Restaurant
 Wild Goose Tavern
 Winslow's Tavern
 WLP LLC
 Woodruffs Art Center
 WRG INC DBA Bayberry
 Zulu Nyala Game Lodge, US Zulu Nyala HQ

FOUNDATIONS

American Towers, LLC
 Arbella Insurance Group Charitable Found
 Bank of America Charitable Foundation, Inc.
 Bucks Creek Foundation
 California Community Foundation
 Commonwealth Cares Fund Inc.
 Edward Bangs Kelley and Elza Kelley Found, Inc.
 Ehrhart, Ellen
 Eos Foundation
 Fred J Brotherton Charitable Foundation
 James D. & Veronica E. Chesterton Found
 Joan Bentiack-Smith Foundation Grant
 John C. & Eunice B. Morrison Charit Found
 Nararo Foundation
 Pfizer Foundation Matching Gifts Program
 Project Bread, The Walk for Hunger
 Raymond E & Marie V Fontaine Family Foundation
 Sailors' Snug Harbor of Boston
 Seamen's Bank Long Point
 Stop and Shop, Our Family Foundation
 TD Banknorth Charitable Foundation
 The Bilezikian Family Foundation
 The Bryce Family Foundation
 The Cape Cod Foundation
 The GE Foundation
 The Mary-Louise Eddy & Ruth N. Eddy Foundation
 Tremblay Family Foundation
 Vanguard Charitable

ORGANIZATIONS

American Pennies for Hunger
 Artisans' Guild of Cape Cod
 Bank of Amer Employee Giving Campaign
 Beau Fund, The U.S. Charitable Gift Trust
 Benevity Community Impact Fund
 Brewster Ladies Library Association
 Cape and Islands United Way
 Cape Cod Miniature Society
 CAPE COD TIMES NEEDY FUND, INC
 Cape Rep Theatre
 Captains G.C. Womens Asso -18 Hole Group
 Chatham Community Garden Association
 Chatham Drama Guild
 Chatham Turkey Trot, Inc.
 Cortez Family Charitable Fund
 Dunes Beach Associates, Inc.
 Fire and Iron Station 32
 Friends of Brewster Elders Inc
 Give with Liberty Employee Donations
 Harbor Stage Company, Inc.
 John and Golda Cohen Trust
 Jon Banks Landscape Maintenance
 JustGiving
 Kiwanis Club of the Lower Cape
 Koehler, Steven
 League Club of Cape Cod
 Local Colour
 Marian Craig Leers Charitable Trust
 Masko Giving Fund
 Mid Cape Chorus
 National Philanthropic Trust Hornor-Skinn Charit
 Nauset Heights Association, Inc.
 Nauset Newcomers
 Network for Good
 Orleans Democratic Town Committee
 Orleans Permanent Firefighters Assn
 Orleans Police Department
 Orleans Pond Coalition OPC
 Payomet Performing Arts Center
 Pioneer Investment Management USA, Inc.
 Provincetown Tennessee Williams Theatre Fest
 Stephen Casey/ Carlotta Casey Coyne Fund
 The Chatham Nauset Lions Club
 Training Wheels of NE
 W.H.A.T.
 W.O.W. Group

RELIGIOUS ORGANIZATIONS

Am Ha Yam, Cape Cod Havurah
 Anglican Church of the Resurrection
 Brewster Baptist Church
 Church of the Holy Spirit
 Federated Church of Orleans
 First Congregational Church
 First Parish Brewster
 Grace Chapel Assembly of God
 NORTHSIDE UNITED METHODIST CHURCH
 Pilgrim Congregational Church
 Provincetown United Methodist Church
 Saint Christopher's Episcopal Church
 Society of St. Vincent de Paul
 South Chatham Community Church
 St. Peter's Lutheran Church of Cape Cod
 St. Vincent De Paul Conference
 The Chapel of St. James The Fisherman
 The Society of St. Vincent De Paul
 Unitarian Universalist Meeting House Church