At Our Core – We Offer Help – We offer Hope

“The mission of Lower Cape Outreach Council is to provide comprehensive assistance to those in need of immediate support and to encourage long term self-sufficiency.”

A mission statement is a clear, concise articulation of an organization’s purpose. During our recent Strategic Planning process, the Lower Cape Outreach Council (LCOC) Board of Directors, along with our management team, revisited our mission, confirming who we are and what we do. For forty years LCOC has offered meaningful help to the residents of the Lower and Outer Cape in times of need.

We provide direct and comprehensive assistance through our 9 food pantries from Harwich to Provincetown. We provide nutritional workshops, Food to Encourage, at 6 locations on the Lower and Outer Cape. Our staff, our advocates and our volunteers offer client access to programs including Katy’s Korner (our free clothing and bedding store in Orleans), federal fuel assistance, SNAP (nutritional food assistance), and MassHealth. We offer timely financial assistance to help clients catch up and concentrate their incomes on the most basic need, holding on to their housing.

We encourage long term self-sufficiency by providing jobs programs where clients can pursue or reexamine their work paths. Hope Works offers a team of jobs counselors and our computer lab to help with resume writing, interviewing skills and mastering online job match tools. Hope Works also provides tuition assistance to clients in need of updating their job skills.

In 2019, LCOC invested over $600,000 in financial assistance to help our clients with their immediate difficulties while offering an additional $700,000+ of food and clothing. The dedication of our team of 400+ volunteers, who donated the equivalent of over $800,000 of their time and talents, has empowered LCOC to continue on in the best of times and the worst of times. We are able to accomplish this because of the support and generosity of our loyal donors who firmly believe in our mission.

As I write this report, LCOC, like other non-profit organizations, is facing exceptional challenges brought on by the Coronavirus – challenges that test our commitment to our mission. Although our clients are out of work; their kids are at home; groceries and basic necessities are in short supply, LCOC is responding to the needs of our clients and our community on a daily basis.

We ARE a lifeline for people on the Lower and Outer Cape for 40 years. We WILL be that lifeline until there is no longer that need. We REMAIN a vital source of HELP and HOPE for assistance to our community.

We are Lower Cape Outreach Council.

Larry Marsland, CEO
A Letter from the President

The state of the Lower Cape Outreach Council is strong. Forty years into our journey, and guided by our mission, LCOC continues to stay the course. We remain a reliable safety net for those in need here on the lower and outer Cape. Our light is always on.

We are grateful for our dedicated and talented staff. They are great at what they do; they care about our clients and maximize resources to produce great outcomes. Thank you, Larry, Gennie, Therese, and Howard.

We are grateful for our amazing cadre of volunteers; serving as advocates and mentors, staffing our front lines in the office- the first voice you hear on a call into LCOC; operating our pantries in our eight towns and at Chatham Elementary School; covering daily schedules at Katy’s Korner; and staffing important LCOC committees, such as Development, Nominating, Human Resources, Finance, and Volunteers. We are grateful to our Board of Directors- an incredible group of dedicated individuals who always bring their skills and talents to the table. They are a mix of dreamers, educators, financial experts, experienced social service professionals, business professionals, attorneys, and Cape Cod natives who know this landscape well.

We are grateful to our friends and neighbors in the community who partner with us at every turn. And we are grateful to our extraordinary family of LCOC donors, many of whom have donated for years. Because you believe in us and trust us to make wise and thoughtful decisions with your donations, our team continues to provide important assistance to our clients when other options are gone.

This year the LCOC staff and Board completed a strategic plan that will carry us forward for the next three years. At our core, we believe that the quality of life for each of us is strengthened when the quality of life for all of us is strong.

Pat O’B. Rowell, President
Lower Cape Outreach Council Board

SCORE Cape Cod & The Islands selects Lower Cape Outreach Council as Non-Profit of the Year!

SCORE Cape Cod and the Islands is a chapter of the SCORE Association whose volunteer members are dedicated to helping small businesses and non-profits grow and achieve their goals. SCORE is a resource partner with the U.S. Small Business Administration. LCOC was fortunate to utilize SCORE’s services for our strategic planning process this year. We have received word that LCOC has been selected as the Non-Profit of the Year by members of SCORE Cape Cod and the Islands. We are being recognized for demonstrating the use of best business practices to plan and manage our operations. We are honored by this recognition and thank SCORE member, Marc Goldberg, for his professional help in facilitating our strategic plan.
In the Beginning – “Cornflakes in the Fridge”

Think back to the early 1980s in Lower and Outer Cape Cod. Isolated cottages, some unheated. No DSS. No Children’s Services. No Needy Fund. Rarely a food pantry. Fishermen out in the elements (as far away as Alaska) to support their families. Mothers trying to feed their families and trying to be strong even when isolated and desperate.

These are the conditions that Chris Austin remembers prior to becoming a founding member and advocate for LCOC. Literally meeting around a volunteer’s kitchen table, and with the help of Cape Cod Child Development, Headstart, and the concern of area school nurses, these warriors (Chris, Lillian Frazier, Judy Wallace and Fay Shook) went to homes to check on the needs of the less fortunate members of our community. Prior to their visits, they were instructed to maintain privacy when discussing their clients, and to “never judge what we saw,” such as the young child under an electric blanket, coloring or doing homework. The child and family lived in an unheated cottage, even in winter.

The first home that Chris visited was a neat, clean cottage, housing the mom and her three children. When asked if the family had received food stamps, one of the children responded, “No,’ and quickly showed only one box of cornflakes in the fridge. Imagine, cornflakes to feed mom and her three kids. After her visit, Chris got back in her car and sobbed. But then she took action. With the help of friends, they “raided” their own stash of foods, packaged them up for delivery and then reached out to others, including Lynn Nyman. Lynn was affiliated with the Eastham Methodist Church and its small food pantry. Chris credits Lynn as a core leader who brought food pantries together, as Methodist Churches in Wellfleet and Orleans came onboard. Even back then, they organized help with food, oil, heat, rent bills, and more, when they could.

Lois Langhans, also affiliated with the Eastham Methodist Church, is credited (along with help from her husband, Len) with setting up the legal end of LCOC, which officially incorporated as a non-profit 501(c)3 tax-exempt organization in 1983.

As Chris so eloquently stated, there were those who validated the need, the supporters who understood the need, and the doers - so many who wanted to help but weren’t sure how. Coming together 40 years ago set the stage for those of us who continue to offer hope and help to members of our community when life takes an unexpected turn. With heartfelt loyalty to LCOC, Chris ended the conversation, stating simply, “We are all in it together.”

Some of our amazing volunteers
**The Turkey Trot – Linda Redding**

“We Made the Choice Because of Him.”

This was the comment made, when asked about why Linda and Mary Parsons decided to restart the Chatham Turkey Trot in 2004. A gentleman from LCOC (perhaps Larry Marsland) spoke to the Social Justice Committee of the Unitarian Universalist Church in Chatham, which Linda attended. She and Mary decided to organize a fun, family walk/run benefitting the Lower Cape through LCOC. Not knowing what to expect, they were thrilled that approximately 200 individuals showed up for the first Turkey Trot. It continues to grow – over 2000 in the past two years (including a VERY wet 2019 Thanksgiving). Runners, walkers, spectators, and volunteers of all ages show up to help celebrate family and community while giving food and financial assistance to those in need. – “It takes a village ... and Mary and I are so proud to be part of this event.”

A big shout out to the team that continues to make it happen: Jen and Jon Watson, Jen and George Avery, Bob Redding and Sue Carroll – and of course, Linda and Mary.

**Why I Volunteer – Ellen Ehrhart**

I have been an active volunteer with LCOC for over 20 years, beginning when a friend asked that I get involved with an LCOC project. My first impression was how organized and caring everyone was for the families in their communities. When the Orleans United Methodist Church had a small food pantry and began to collaborate with LCOC, the Orleans Food Pantry was born. As its manager, and with the help of my wonderful volunteers, I was made more aware of the needs of our families, such as affordable housing, health insurance, and transportation.

By becoming an LCOC Advocate, I have been able to connect families with the assistance they need. (COO) Gennie (Moran) meets with the Advocates and arranges for individuals from various support organizations to speak with us, keeping us current with new contact people, resources, special grants for our clients, etc. Along with offering reassurance to our clients and assisting them financially during times of crisis, Advocates, through the Mentor Program, can offer our clients help in better managing their finances. LCOC has expanded programs that offer help with client job searches, additional training for better paying jobs, and even loans to get through the “off season” experience on Cape Cod. I feel blessed to be part of the LCOC family and to help connect clients with the many opportunities LCOC offers.
A Client’s Success Story – Linda T. – A Collaboration

Linda, age 49, has lived on the Lower Cape for 11 years, but recently had to move by the end of February. She found an apartment in Falmouth, but the costs included first and last month rent, as well as a security deposit – a difficult situation for anyone, but especially challenging for someone who survives on disability. There is not much remaining at the end of each month to save for such an event.

“I can’t even express how humbled I am that these organizations have come together to help someone like me. I am truly thankful,” Linda replied when asked what this collaboration means to her. The Lower Cape Outreach Council, Cape Cod Needy Fund, Housing Assistance Corp., and St. Vincent DePaul have joined forces financially to provide the three months’ rent needed. Preventing homelessness on Cape Cod is the core of the partnership and includes other agencies, such as Hands of Hope, when their mission fits.

The bonus: Linda lives closer to her aging parents, who reside in Mashpee. She is a walkable distance from a grocery store and a shopping center. She is extremely grateful and eager as she begins her next chapter.
Many letters to COO Gennie Moran, our advocates and volunteers have been received by the LCOC. Along with sharing the hope of so many of our clients, we want you, our donors, to feel the HOPE as you read excerpts from notes that, we feel, say it all.

“There are times in our lives when we feel like there is nowhere to turn and no one who will understand. So many times, I’ve come to you and you’ve helped me in a challenging moment. You are so kind and genuine. It is few and far between, to find people like you. You brought a feeling of peace, comfort and security when we needed it the most. I hope you have a wonderful day and kindness returns to you tenfold!” B

“I guess I am sharing with you so much to let you know that many of us out here struggling have often experienced much more prosperous lives, and for one reason or another, usually the demands made upon us by our own consciences, find ourselves, in the words of my generation, financially embarrassed.” S

“Thanks to you, I’ve bloomed so much.” S

“Thank you so, so much. I was almost without hope and you came to my rescue.” J

“…father died leaving only debt … car broke down … surgery … infection … debt to IRS.” “I was able to get out of an abusive house. Your kindness & generosity was far more than I expected or thought was possible.” A

“It’s so awesome sleeping on a bed.” W

“When I am back on track, I will pay it forward.” J

“You helped me in a desperate time and helped me get back on my feet.” J

“Your kindness saved us.” A
“The difference you made for us this month means more than a thank you can say. Feeling secure and safe in our home is everything. Our hearts are truly full.” S

“Can pick up new glasses next week. Am so happy I’ll be able to see at last.” B

“Your support and guidance have honestly changed my life.” J

“I just had the oil burner and tank installed, and wanted to let you know what a treat it is to turn a dial and have heat!” ... “It seems I’ve always had to struggle, and realize I’m not the only one on the Cape that has a hard time getting by.” A

“As a very grateful former recipient of the food pantry ... I am now working again ...” T

“I truly appreciate all of your hard work & creativeness to raise funds for those who have fallen on hard times, myself included.” K

“My boys will be so happy this Christmas because of all of you.” S
2019 Sources and Uses of Funds

**2019 INCOME**
- Foundation Grants, 16.18%
- Individuals & Appeals, 45.01%
- Municipal Grants, 6.69%
- Bus & Religious Orgs, 6.86%
- Fundraising Events, 18.85%
- All Others, 6.40%

**2019 EXPENSE**
- Client, 86.07%
- Fundraising, 8.65%
- Operating, 5.28%

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**2019 Sources and Uses of Funds**

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<td>Client</td>
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<td>TOTAL CASH VALUE</td>
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DONOR CONTRIBUTIONS

We give thanks to the following individuals, businesses, corporations, foundations, grantees, religious organizations, and municipalities for their generous donations that recognize LCOC and the work that we do. Because of you, we are able to offer help and hope to those in need. As noted in Larry’s opening letter, YOU are part of the “WE” who offer HELP and HOPE to the less fortunate in our community.

$10,000 & Above
Anonymous
Barron, Scott & Pat
Benz, Judy & Edward
Borden, Craig & Terrie
California Community Foundation
Cape and Islands United Way
Cape Cod 5 Foundation
CAPE COD TIMES NEEDY FUND, INC
Chatham Turkey Trot, Inc.
Federated Church of Orleans
Finch, Elizabeth
Fred J Brotherton Charitable Foundation
Gerrity, Dr. Michael & Clarke-Gerrity, Ann
Grace Chapel Assembly of God
Green Family Charitable Foundation
John C. and Eunice B. Morrison Charitable Foundation
Lindquist, Philip
Sailors’ Snug Harbor of Boston
The Cape Cod Foundation
The Mary-Louise Eddy and Ruth N. Eddy Foundation
TOWN OF BREWSTER
TOWN OF CHATHAM
TOWN OF ORLEANS

$5,000 - $9,999
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Chatham Chorale, Inc.
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Gulrich, Steve & Mary
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McLoughlin, Philip & Rose Marie
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Rowell, Ken & Pat
St. Christopher’s Episcopal Church
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The Chapel of St. James The Fisherman
Thompson, Rhodie & Page
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TOWN OF TRURO
TOWN OF WELLFLEET
Tremblay Family Foundation
Wellfleet Preservation Hall, Inc
Wisniewski, Joanne

$10,000 & Above
Anonymous
Barron, Scott & Pat
Benz, Judy & Edward
Borden, Craig & Terrie
California Community Foundation
Cape and Islands United Way
Cape Cod 5 Foundation
CAPE COD TIMES NEEDY FUND, INC
Chatham Turkey Trot, Inc.
Federated Church of Orleans
Finch, Elizabeth
Fred J Brotherton Charitable Foundation
Gerrity, Dr. Michael & Clarke-Gerrity, Ann
Grace Chapel Assembly of God
Green Family Charitable Foundation
John C. and Eunice B. Morrison Charitable Foundation
Lindquist, Philip
Sailors’ Snug Harbor of Boston
The Cape Cod Foundation
The Mary-Louise Eddy and Ruth N. Eddy Foundation
TOWN OF BREWSTER
TOWN OF CHATHAM
TOWN OF ORLEANS

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League Club of Cape Cod
Leleiko, Marilyn & Neal
Lenney, John & Mary
Lingeman, Robert & Howe, Jane
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Lowey, Jane & Dr. Kevin
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Markell, Kathleen & Peter
Marnik, Elia & Michael
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Martiner, Reverend John & Elizabeth
McManus, C. Page
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Ryer, David & Mary Ann
Sanders, Lindsay
Sargent, Susan & John
Schumann, Gerie & William
Scudellari, Christopher & Gail
Shay, William & Hood, James
Shedlack, Karen
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Snow, Jean & Charles
Spring, David & McDonough, Kathleen
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Stevenson, Jane & Colin
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Tausek, Paul & Ann
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The Cooperative Bank of Cape Cod Charitable Foundation Trust
The Federated Church of Orleans
Ward, John & Hiliary
Weisz, Louis & Rosalyn
Wells, Barbara
Weston, Craig
Wilcock, David
Willard, David
Wilson, Judith
Wolff, Matthew & Marie
Zimmerman, Marc

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Cortez Family Charitable Fund
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Wasserman, Renate
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Whalen, Roberta
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Wojcik, Robert & Duncan, Jacqueline
Wolf, Amy & Coakley, Kevin
Wonders, Sandra
Woodard, Thomas & Jennifer
Yaps, Patricia & Robert
Zimmerman, Judith & Peter
Zitelli, Robert & Marsha

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3PS Design
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Aaronson, Robert
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Abbott, Susan
Aberdale, Elizabeth
Aberdale, Joseph & Mary
Ablow, Judith & Ronald
Adams, Gayle
Adams, Julia
Adams, Leland & Martha
Adsit, Susan
Affleck, Jane
Aidans Pride Inc.
Albee, Susan & Steven
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Alberti, Dolores
Allan, Ann
Allen, George & Lynne
Allen, Sylvia & Stephen
Andrews, Hugh & Maureen
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Anonymous
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Anthony, Nora
Anton, Barbara
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Arnault, Andrew & Mary
Arneson, Leonora
Ashby, Elfriede M.
Asthalter, Stephen J.
Athens, James B.
Atlantic Planning Group
Augustsen, Arthur K.
Augustus Construction, Inc.
Austin, Nancy
Avedisian, Anthony
Bacewicz, John
Bachman, Donald
Bailly, Maggie
Baker, Kathleen
Baker, Samuel
Baldauf, Joanne
Baldessarini, Dr. Ross & Frances
Balsamo, Susan
Balto, Naomi & David
Banov-Quiroz, Nicholas
Barath, Virginia
Barnard, Joan
Barrett, Barbara & Thomas
Barringer, Frank
Barron, Alexis
Barry, Robert & Lorraine
Barto, Andrew
Bass, Joyce
Batterman, Robert
Bayside Home Services
Beachfront Realty of Provincetown
Beall, James & Barbara
Bechtold, Charles & Marcia
Beckvonpeccoze, Marian
Begley, Ruth
Beilin, Elaine & Brown, Robert
Bekker, Kathleen
Bellarosa, Joy
Beltramello, David & Anne
Benatti, Patricia & Paul
Benedict, David
Benjamins, Janet
Benz, Edward & Amy
Bermingham, Ann
Bernardi, Diane
Bernt, Kathleen & William
Bernstein, Joan
Bernstein, Robin & David
Best, Elizabeth & John
Betlinski, Michael
Betts M.D., James
Bicking, Charles
Bicknell, Robert
Biegelsen, Elaine & Paul
Biging, Peter & Elizabeth
Billera, Jeanne & Louis
Bingham, Eric & Catherine
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