

# Lower Cape Outreach



## 2021 Annual Report

**SCORE**   
Cape Cod  
& The Islands  
**NON-PROFIT  
OF THE YEAR**



**LOWER CAPE OUTREACH COUNCIL, INC.**  
**SUPPORTING THE EIGHT COMMUNITIES OF THE LOWER AND**  
**OUTER CAPE**

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## Welcome and Goodbye

Our photo on the cover of this year's Annual Report says it all, "We're open, wide open, to clients, volunteers and the general public." We are back to our pre-Covid schedule of Monday through Thursday from 9:30 AM to 3:30 PM, Fridays 9:30 – 12:30PM.

We are here to help, to respond to the needs and problems of hundreds of local households that struggle in the wake of Covid and deal with the realities of a shrinking real estate market and wages that still do not make it possible to keep up with the essentials of life.

Almost everyone knows a friend, relative, neighbor or co-worker who has found help and hope at Lower Cape Outreach Council. For over 40 years, we've set a standard for what it means to care for our neighbors and provide assistance that is truly responsive when it is truly needed.

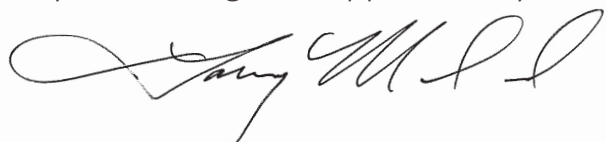
After we help people resolve their immediate financial crises, we work with them to create more secure futures. That often involves referrals within our network of other helping organizations. It includes signing clients up for SNAP, federal fuel assistance or affordable health care. It also means helping them improve their earning potential by improving their job skills or even pursuing entirely new job paths. We are there through the process with tuition assistance, mentoring, financial help, full access to our food pantries and our free clothing store. Hundreds of households remain intact on the Lower and Outer Cape because we are committed to our mission: To provide comprehensive assistance to those in need of immediate support and to encourage long term self-sufficiency.

I'm truly proud of this organization and what we've achieved in the twenty years I've been here.

Which brings me to one more comment about open doors. They swing both ways. I have decided after 20 years with Lower Cape Outreach Council to pursue other opportunities and interests. By the time you read this, I will be off on professional, artistic and personal adventures that I've set aside for far too long.

As I pack up an office filled with memorabilia, I remind you that this organization belongs to you. We are as effective as you allow us to be and as transparent as you expect us to be. We are here to help. That is our only purpose.

If we grow along the way, it's because we are keeping pace with the needs of our clients. If we win praise, it's because we actually make a difference in people's lives. And if we ask for your participation, it's because we depend on our friends and allies to help us get the job done. Thank you to all the volunteers, donors, staff members and clients who have made the past 20 years among the happiest of my lifetime.



Larry Marsland  
Chief Executive Office- Emeritus



## **A Letter from the President - Continuing to Meet the Challenges of These Times**

In 2021 we experienced a continuation of the many challenges we faced in 2020 as a result of Covid-19.

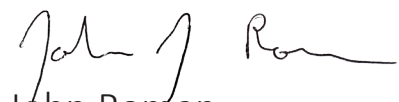
Once again, to the credit of our wonderful staff and our volunteers, we were able to meet the basic needs in the communities we serve by providing food and emergency financial assistance. Of course, this would not have been possible without the continued strong support of those who are able to contribute in support of our mission.

The encouraging news is that we appear to be emerging from the darkest days of Covid-related difficulties. The theme of this Annual Report is that we're open for business at LCOC. Our office has returned to its normal hours of operation and Katy's Korner is back up and running. And, the nine pantries that we operate continue to help meet some of the basic needs of our clients.

The end of 2021 ushered in the need to address the imminent departures of our two long-time leaders, Gennie Moran and Larry Marsland. For many years, Gennie and Larry have been the face of LCOC to our clients and the community. They have helped us grow into the respected service organization that we are today. Their dedication and compassion will be missed by all.

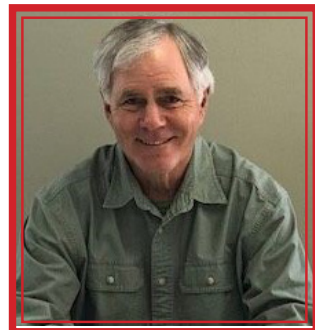
Recently, we announced the appointment of Katherine (Katie) Wibby, Esq. as LCOC's new Chief Executive Officer. Katie has extensive experience in the public interest sector. Prior to joining LCOC she worked at South Coastal Counties Legal Services representing low income individuals and families. I wish Katie and her team of staff and volunteers much success as we move forward these coming months and years.

Thank you all again for everything you do for our wonderful organization.



John Roman

*President of Lower Cape Outreach Council Board*





## A Note from our New CEO

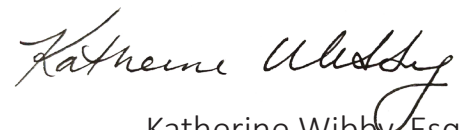
It was with great pleasure that I had an opportunity to join the Lower Cape Outreach Council in January originally as Chief Operating Officer. During those first few months I have had an opportunity to get to know this wonderful organization, the long-time staff and, of course, our valued volunteers. The timing of this position allowed me to learn and observe from both Gennie and Larry. This has left me with invaluable experience to bring to the future of this organization. LCOC thanks both for all of their years of service and we wish them well as they move on to their next adventures.

As we work through this transition and reopen our doors to clients and volunteers, we are looking forward to this next chapter for LCOC with energy and enthusiasm. COVID has given us time to reflect and approach life with a new perspective. It is with this mind set I look forward to LCOC's continued success.

The foundation of LCOC is stronger than ever. We have a terrific staff, who are passionate about our mission, die-hard volunteers, some who have been with our organization for 15+ years, and of course, a wonderful Board of Directors who are truly supportive of our mission and goals for the future. We believe the possibilities are endless and we will be looking to make new partnerships and find innovative ways to provide additional services to our clients.

Having an opportunity to serve the Lower and Outer Cape, my home for the last 20 years, is truly rewarding. After practicing in public interest law over the last decade, I am very familiar with the challenges facing our community and its residents. I have established lasting relationships with other social service leaders and look forward to fostering those relationships and creating new ones. LCOC will continue to evolve and identify the needs of our clients and strive to provide the most effective and efficient services to meet those needs. I look forward to utilizing my personal and professional experience to support and improve the lives of our clients and community as a whole. I welcome the opportunity to meet and work alongside all our volunteers and donors as we continue to fulfill our mission and look for new opportunities.

Lower Cape Outreach Council has supported the Lower and Outer Cape for over 40 years, and I look forward to preparing the organization for the next 40 years. All of this is made possible through the tireless efforts of our volunteers, staff, and all of those who financially support LCOC in our efforts to fulfill our mission. This organization is truly remarkable, and I am proud to be a part of it.



Katherine Wibby, Esq.  
Chief Executive Officer



## Pantry Renovations PROVINCETOWN

The long awaited new food pantry space at the Provincetown United Methodist Church opened in November, 2021. It was a joint project with the church donating the space and part of the funding, and the LCOC providing the rest of the funding. Previously, the pantry consisted of a tiny room, a dark hallway, plus cabinets, fridges and freezers in a crowded corner of the church thrift store. There was no privacy, no handicapped accessibility, and, during Covid, no way to separate from other people. All the food is now located in one airy and bright room. There is a Dutch door that can be closed to provide privacy when a customer is shopping. The shelves are laid out like a regular store, so customers can choose what they want. We have received many compliments on the new space and are truly grateful for the support from the LCOC and the church.



*By: Nicola Vichert*  
*Provincetown Pantry Manager*

## EASTHAM

In the summer of 2021, LCOC worked with the Eastham Methodist Church (which has housed the Eastham Food pantry since LCOC's founding), to install a heating and air conditioning unit in our basement pantry. This helps control the humidity, keeping our food fresher and our volunteers more comfortable. Additionally, Howard Thomas, Facilities Manager, and Joan Lockhart, Pantry Manager, gave the pantry a fresh coat of paint before the pantry reopened in the fall of 2021. The Church has also provided an additional room for our pantry, allowing volunteers the space to pack groceries for clients who remain in their cars, keeping everyone safer during Covid.

*By: Joan Lockhart*  
*Eastham Pantry Manager*



## Volunteer Highlight - Nicola Vichert

To quote Helen Keller, *“Alone we can do so little; together we can do so much.”* This statement holds true for LCOC. We cannot succeed in helping others without the phenomenal work of our volunteers. One such individual is Nicola Vichert, Manager of the Provincetown Food Pantry, an affiliate of LCOC.

Nicola moved from Somerville to Provincetown after retiring as an employee benefits manager for a senior living organization. Having purchased her home in Provincetown around 20 years ago, her goal was to eventually retire to the Cape.



After working fulltime for so many years, Nicola was ready to become part of the Provincetown community and looked forward to getting involved. Beginning in 2015, she volunteered at the Soup Kitchen in the United Methodist Church in Provincetown, and in 2017 Nicola volunteered her time to the Food Pantry, also housed in the church. At that time, the pantry was managed by Rev. James (Jim) Cox. When Rev. Jim passed away in 2019, Nicola stepped in to manage the pantry.

With the help of volunteers, Nicola proudly notes they were able to keep the pantry viable throughout the pandemic. Nicola's determination to keep the pantry open is also motivated by her own experience in the past, knowing what it is like to be without money and food.

When the church closed for a period of time, like many pantries, they served the public from outside the church/pantry. The pantry continued to remain open with the help of deliveries from LCOC.

Nicola praised the collaboration of the church with the likes of the Food Pantry, Soup Kitchen, Homeless Prevention Council, and the Thrift Store – all situated in the church.

Realizing the need to expand and update the pantry, LCOC and the church shared the cost of renovating a new site which allows for a more pleasing and efficient environment for all, along with more privacy for the clients.

Weekly trips to the Boston Food Bank help to subsidize the pantry's supplies. With the recent increase in food costs and the supply chain issues, Nicola states they can't keep food on the shelves. In one instance they supported 19 clients in 4 hours! She worries that clients are faced with the choice of food vs housing costs, which is a common concern throughout the Cape and the Islands.

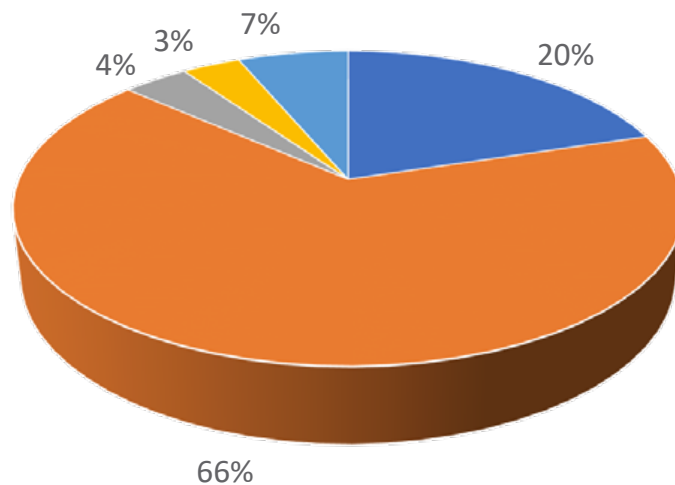
When asked about whether they are making a difference in the P'town community, Nicola was quick to respond, "What would they do if we weren't here?" She mentioned one individual who expressed appreciation for the added protein she was getting in her diet and that the client was eating healthier foods and feeling better.

In closing, Nicola again praised the collaboration among the Food Pantry, LCOC and the United Methodist Church – knowing that the need is great.

We, at LCOC, thank Nicola and the hundreds of volunteers who are the backbone of LCOC. We also offer sincere appreciation to the many churches, community centers, and thrift shops for supporting our mission.

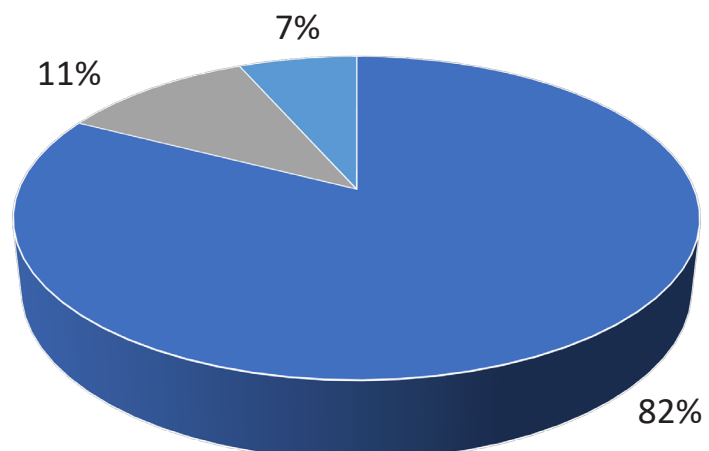
# 2021 Sources and Uses of Funds

**2021 Revenue - \$2,313,353**  
*(unaudited)*



- **Individuals & Appeals - \$1,533,170**
- **Foundation Grants - \$467,518**
- **All Others - \$147,334**
- **Municipal Grants - \$87,563**
- **Religious Organizations - \$77,768**

**2021 Expenses - \$ 1,618,615**

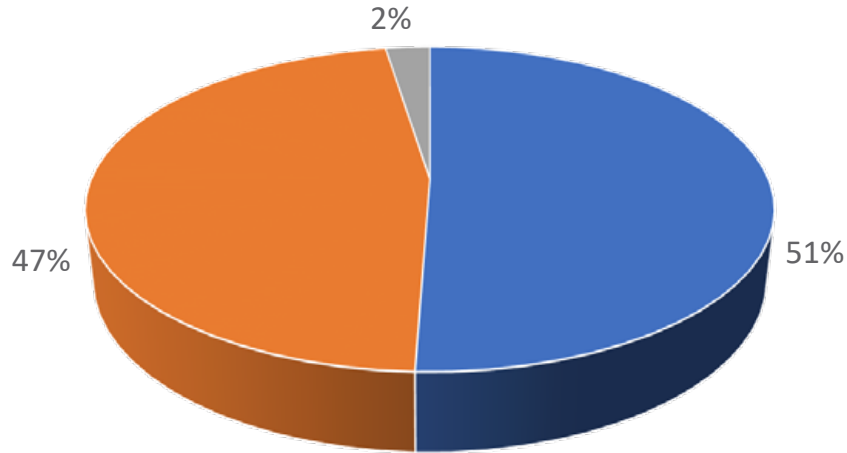


- **Client - \$1,347,780**
- **Fundraising - \$176,981**
- **Operating - \$93,854**



## 2021 Value of Services Provided - \$1,748,433

*(unaudited)*



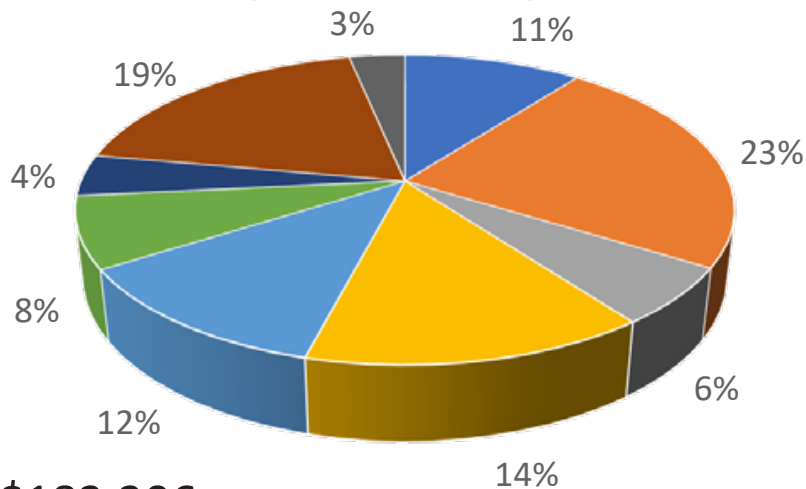
■ **Financial Assistance** - \$884,204

■ **Food** - \$820,960

■ **All Other** - \$43,269

## 2021 Value of Services Provided by Town - \$1,748,433

*(unaudited)*



■ **Brewster** - \$182,206

■ **Chatham** - \$408,920\*

■ **Eastham** - \$104,851

■ **Harwich** - \$249,351

■ **Orleans** - \$209,122

■ **Provincetown** - \$130,019

■ **Truro** - \$75,873

■ **Wellfleet** - \$331,091

■ **Central Pantry** - \$57,000

\* Includes \$124,234 from the Chatham Corona Virus Fund

## ***A Legacy Gift in Honor of Helen Athens***

A legacy gift to a non-profit such as Lower Cape Outreach designates a portion of an individual's assets to the non-profit. Often, donors choose the organizations that have special meaning and they give in honor of a loved one. Your gift makes a difference in the lives of those we help at LCOC: children; older adults; families in need of short-term assistance.

Ninety-eight-year-old Jim Athens hopes to encourage others in our community to consider a legacy gift to Lower Cape Outreach as a direct way to impact our mission and ensure the success of LCOC going forward.

Jim's beloved wife, Helen, passed away in 2017 at the age of 87. As a couple, they supported a number of non-profits throughout Cape Cod and other areas in Massachusetts. After Helen's passing, Jim made the decision to donate a portion of their designated funds to these organizations, which includes LCOC.

Helen had a "warm spot in her heart" for LCOC. She and Jim contributed to our fundraising efforts, to Katy's Korner, and they often visited the (former) thrift shop.

By donating to LCOC in memory of his wife, Jim wishes to "contribute to those non-profits that can easily fall through the cracks" (unlike the larger, more well-known national organizations). He knows of the successes of LCOC and the positive work that we do as a mainstay on the Lower Cape. A non-profit like LCOC is necessary for those who may "need a boost; those who have hit a bad spot" in their lives.

In honoring Helen, Jim feels, because he has been successful in his life, he has the opportunity to give back and feels good about the help his legacy gift will provide to those in need.

Jim stresses the fact that while financial help is important, volunteerism is equally important. LCOC agrees and appreciates all who have contributed to the success of LCOC. Whether it be a financial contribution or a few hours to help as a volunteer, LCOC is grateful to everyone who believes in our mission: to provide comprehensive assistance to those in need of immediate support and to encourage long term self-sufficiency.

Jim Athens' gift is a lasting memorial to his beloved wife, Helen. LCOC greatly appreciates his generosity and we sincerely thank them both.

***To request additional information regarding a legacy gift to LCOC, please contact  
CEO Katherine (Katie) Wibby at 508-255-4581 or [katie@lcoutreach.org](mailto:katie@lcoutreach.org)***

# THANK YOU TO ALL OF OUR DONORS

## **\$10,000 and up**

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Helen P. Athens Memorial Fund  
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Melissa Zeiss  
Patricia A. Zeiss  
Eileen Zewski  
Lee C. Ziegler-Prouty  
John and Carlotta Zilliax

Judith and Peter Zimmerman  
Stephen H. Zinner, M.D.  
Marsha Zitelli and Robert Zitelli  
Roger M. Zottarelli and Barbara A. Zottarelli  
Ellen Zundl

## THANK YOU TO THE CHURCHES

The quality of life on Cape Cod has long been enhanced by its faith communities. And LCOC is fortunate to partner with and be the recipient of the generosity of these vital organizations. The majority of our food Pantries are in local churches. These institutions donate the space and utilities which enables us to continue to provide this vital resource to our community. Their financial support, hospitality, good counsel, and shared interest in our clients have led to strong outcomes for our neighbors in need on the Lower and Outer Cape. Once again, we are most grateful.

## FOOD PANTRY LOCATIONS IN LOCAL CHURCHES

**Harwich Pantry:** St. Peter's Lutheran Church

**Chatham Pantry:** St. Christophers Episcopal Church

**Brewster Pantry:** Brewster Baptist Church

**Orleans Pantry:** Orleans Methodist Church

**Eastham Pantry:** Eastham United Methodist Church

**Wellfleet Pantry:** Grace Chapel

**Provincetown Pantry:** Provincetown Methodist Church

*For additional information regarding the inclusion of LCOC in your Will or Planned Giving opportunities, please contact Database Manager Rachel Gordon at: [rachelg@lcoutreach.org](mailto:rachelg@lcoutreach.org)*

*LCOC makes every effort to list gifts appropriately. Please contact Database Manager Rachel Gordon immediately regarding errors or omissions at: [rachelg@lcoutreach.org](mailto:rachelg@lcoutreach.org)*

## **VOLUNTEER MANAGERS**

**Katy's Korner  
Office  
Main Pantry  
Provincetown Pantry  
Truro Pantry  
Wellfleet Pantry  
Eastham Pantry  
Orleans Pantry  
Brewster Pantry  
Harwich Pantry  
Chatham Pantry**

**Candi Franklin, Carol Wiley  
Sue Johnson  
Nancy Sweeney  
Nicola Vichert  
Barbara Bond  
Sandy Galvin  
Joan Lockhart  
Ellen Ehrhart  
Wayne Johnston  
Ruth Brenneman  
Ted & Martha Miller**

## **THANK YOU TO ALL VOLUNTEERS**

We also would like to recognize and say thank you to our wonderful volunteers, who are too numerous to name. Over the last year, our volunteers have contributed approximately 10,020 hours of service, which is the equivalent of \$364,527.<sup>1</sup> These dedicated individuals kept our food pantries running when the world shut down, provided financial assistance for those in need, provided clothing and housing products to our neighbors and supported our Holiday programs. Their time and effort in support of our mission is overwhelming and we would not be able to do it without them.

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<sup>1</sup> Philanthropy.com and IndependentSector.org hourly rate for Massachusetts is \$36.38/hour.



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