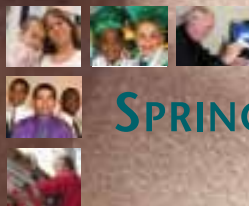


HELPING
PEOPLE...

CHANGING
LIVES...

...SINCE
1964

2009-2010 ANNUAL REPORT



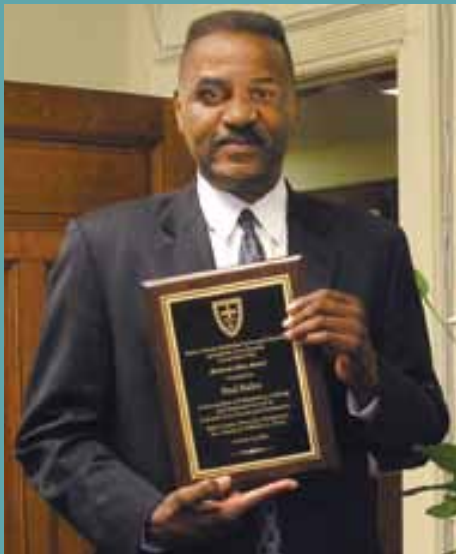
HELPING PEOPLE. CHANGING LIVES.

SPRINGFIELD PARTNERS
for Community Action

2010 ANNUAL REPORT



SPRINGFIELD PARTNERS FOR COMMUNITY ACTION IS A LIFELINE FOR PEOPLE STRUGGLING WITH UNEMPLOYMENT, FORECLOSURE AND HOMELESSNESS.



PAUL F. BAILEY CELEBRATED HIS 10TH ANNIVERSARY AS EXECUTIVE DIRECTOR IN 2010.

"It's so rewarding to oversee a social service agency as it changes and grows over the years. Springfield Partners has expanded its services and community impact tremendously since 2000," he said.

Mr. Bailey has 33 years' experience in housing and community development. As Executive Director, he has instituted first-time homeownership programs, homelessness prevention programs, asset building programs, financial literacy workshops, and many other initiatives at Springfield Partners for Community Action.

LETTER FROM THE DIRECTOR & THE PRESIDENT OF THE BOARD

Dear Supporter:

Western Massachusetts residents continue to struggle amidst a slow economic recovery. Fortunately, Springfield Partners for Community Action is a lifeline for people struggling with unemployment, foreclosure and homelessness.

We've helped a record-high 11,000 people in 2010. Stimulus funding allowed us to create jobs and to implement short-term programs with high impact. We also used stimulus money to expand our services, particularly weatherization, eviction prevention, and financial literacy classes. We've also retained four programs initiated with stimulus funding.

Springfield Partners and Baystate Medical Center joined forces last year to expand asthma-related health outreach services by hiring two Community Health Workers. This program, funded with a National Institute of Health grant, aims to improve asthma management and treatment for the disproportionately high number of asthmatics in Springfield.

In 2011, we look forward to consolidating our offices into one building at 721 State Street, following a major renovation of the second floor space. Having all of our program staff in one building will be more convenient for clients, and save us more than \$40,000 a year in operating costs. We are proud to have made this significant investment in our community.

Sincerely,

Paul F. Bailey, Executive Director

Robert "Cee" Jackson, President, Board of Directors



Robert "Cee" Jackson, President, Board of Directors



Springfield Mayor Domenic J. Sarno presents a Mayoral Citation to Paul Bailey at the 45th Anniversary Gala.

BOARD OF DIRECTORS 2009- 2010

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Bill Baker
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Robert Clarke
Lloyd A. Creswell
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Olivia Walter



THE BOARD OF DIRECTORS PLAY AN IMPORTANT ROLE IN HELPING TO ACHIEVE OUR MISSION: TO EMPOWER PEOPLE IN NEED TO ATTAIN SELF-SUFFICIENCY AND ECONOMIC STABILITY.

Springfield Partners for Community Action is the federally designated Community Action Agency (CAA) for the greater Springfield area, serving about 10,000 low-income people annually.

Established in 1964 under the Economic Opportunity Act, Springfield Partners is a 501(c)(3) non-profit, SOMWBA-certified enterprise. We have 46 years of experience providing services and advocacy to alleviate the conditions of poverty for area residents.

Our mission is to empower people in need to attain self-sufficiency and economic stability.

We do this through education and outreach, and by offering programs to help people build assets, obtain affordable

childcare, get free home weatherization and tax filing services, and much, much more.



ACCOMPLISHMENTS



THE AMERICAN RECOVERY AND REINVESTMENT ACT (ARRA)

President Barack Obama signed the \$787 billion American Recovery and Reinvestment Act into law in 2009, aiming to ease the recession by stimulating investments and creating jobs.

Springfield Partners for Community Action was selected to receive \$8.8 million in ARRA stimulus funding. This included an \$8 million investment in our Weatherization program for fiscal years 2009 through 2011.

Springfield Partners designed a multi-tiered spending plan for the remaining funds, focusing on partnering with other non-profits to create jobs and provide quality services to residents.

STIMULUS FUNDING RESULTED IN:

- Educational outreach to 20 YWCA YouthBuild students, who learned residential weatherization techniques and green technologies from our weatherization auditors
- Expanded service capacity for the Puerto Rican

Cultural Center, which provided Youth Leadership and GED classes, job readiness skills, and anti-violence education to at-risk Springfield teens

- GED classes for 20 residents of Springfield Housing Authority properties
- Implementation of a nutrition curriculum for our New Beginnings Childcare Center, Square One, Giggle Gardens, and the Early Childhood Center, to promote healthy lifestyles amongst children and families

- Increased volunteer hours for the Valley Radio Reading Program, which provides news and readings to vision-impaired citizens

- Expanded translation and health enrollment assistance services to clients of the Vietnamese American Civic Association.

ARRA funding also allowed Springfield Partners to expand services in fiscal year 2010. Our Home Furnishings Program provided \$428,474 worth of donated furniture to 150 families, allowing them to move out of a shelter and into a home. We also distributed \$145,323 to 110 families needing utility and rental arrearage payments, helping them stay housed and warm.

Springfield Partners is proud to have retained four programs initially funded through ARRA: the Multicultural Alzheimer's Program; our Eviction Clinic; Credit Counseling; and Information, Referral and Outreach.



Clockwise from top left: Staff at the gala in 2009; Gala award recipients; Author Jacqueline Williams-Hines and her son at the Barnes & Noble fundraiser; guests at the 2010 Food Policy & Obesity conference.



ACCOMPLISHMENTS

2009-2010 HIGHLIGHTS:

- Springfield Partners is nearing completion of a \$406,300 renovation of the second floor of the 721 State Street building we purchased in 2006, which houses New Beginnings Childcare Center on its first floor. A \$50,000 Community Development Block Grant helped rehabilitate HVAC units. The renovations allow us to move out of rented offices at 619 State Street and 284 Main Street in Indian Orchard, saving \$40,650 per year in operating costs
- Springfield Partners celebrated 45 years of service to Greater Springfield with a gala on October 29, 2009. Honored at the event were Dr. Matthew D. Sadof, Rev. Gregory Dyson, and community action champion Robert M. Coard. We also recognized Glenda Mercado for her achievements through our IDA matched savings program
- The World Asthma Day Family Fun Fair on May 4, 2010, held in partnership with Baystate Children's Hospital and the Pioneer Valley Asthma Coalition, educated residents about asthma and its treatment
- Springfield Partners has improved community relationships and visibility by implementing e-mail marketing; creating a blog at <http://springfieldpartners.blogspot.com>; re-designing our website, www.springfieldpartnersinc.com; and creating a Facebook following at www.facebook.com/Springfield.Partners.for.Community.Action

- Our "Pathways to Home Ownership" Fair on Sept. 26, 2010 connected potential first-time homebuyers to local service providers and vendors
- Fundraisers at Barnes & Noble, Texas Roadhouse Restaurant, and at a Springfield Armor game raised \$4,690 for program expenses
- We received the Massachusetts Homeownership Collaborative Seal of Approval from the Citizens' Housing and Planning Association (CHAPA)
- Community Services Director Synthia Scott-Mitchell received the Esteemed Service Award from the Human Service Forum in February 2010
- Director of Planning and Development Mary Cassidy was recognized as a Certified Community Action Professional (CCAP), becoming the first CCAP in Massachusetts
- Our Third Annual Food Policy and Obesity Conference on April 17, 2010 at the YMCA of Greater Springfield helped 400 residents learn how healthy foods and exercise can prevent health conditions



Clockwise from top left: A YouthBuild student learns to install wall insulation; New Beginnings students celebrate Dr. Seuss's birthday; Providing outreach at a summer festival; Vendors at the Home Ownership Fair; Honoree Glenda Mercado at the gala; Dr. Robert Kaslovsky shows medical equipment to Asthma Fair guests.

PROGRAM HIGHLIGHTS

WEATHERIZATION ASSISTANCE PROGRAM

Stimulus funding of \$8 million over fiscal years 2009-2011 is helping our weatherization auditors and contractors reach more people than ever.

In fiscal years 2009-2010, we provided insulation, weather stripping, new appliances or other energy-saving measures to 3,031 Hampden County homes. These homeowners and renters saved an average of \$400 a year in utility bills. In the past two years, we've created seven new Weatherization jobs and added four new contractors to our roster.

CLIENTS TRULY APPRECIATE OUR SERVICES. THIS WESTFIELD HOMEOWNER SENT IN A NOTE OF THANKS:

Thank you from the bottom of my heart for weatherizing my home... it makes me feel so much better knowing my home is well insulated. In these economic times, everything helps... I appreciate your good works.

- Karen Gagne

NEW BEGINNINGS CHILDCARE CENTER

Quality care provides the foundation for a child's future. Our licensed, year-round center provides childcare services for about 100 families a year.

Parent involvement has drastically increased in the past two years. Utilizing stimulus funding to hire a Family Involvement Coordinator and Literacy Coaches improved communication and teamwork between parents and teachers.

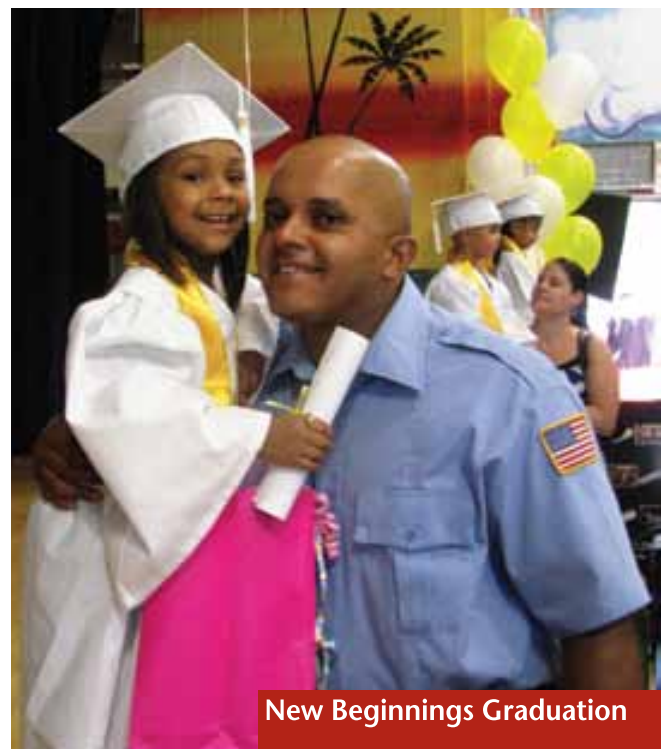


Insulating a Home

The center's current Co-Directors, Latesha Jackson-Simpson and Julia Vergara, and teachers continue to pursue accreditation from the National Association for the Education of Young Children. New Beginnings also received a \$10,000 grant for materials and services in 2010, as part of a pilot program to implement a Quality Rating and Improvement System (QRIS) among Massachusetts childcare providers.

ASSET BUILDING INDIVIDUAL DEVELOPMENT ACCOUNTS (IDA)

In the last two years, 30 proud IDA graduates took advantage of these matched savings accounts to turn their \$51,000 in combined savings into \$153,000, which bought homes for 22 families, opened businesses for 5 residents, and helped 3 people pay for college. Participants also attend our financial literacy classes and/or first-time homebuyer workshops. Over the last two years, grantors Hampden Bank, Webster Bank and the US Dept. of Health and Human Services' Assets for Financial Independence have underwritten program costs.



New Beginnings Graduation

One client's success story:

Catherine Campbell knew she could do better for her family than a cramped apartment in an unsafe neighborhood.

"Where I was living, my kids were not going to reach what they're capable of doing," said Campbell, a mother of five who works at Baystate's High Street Health Center.

Campbell started with an application to Greater Springfield Habitat for Humanity. She turned to us to help save for a down payment.

She saved \$2,000 through our IDA program, which was double-matched. After completing Financial Literacy and First-Time homebuyer classes, Cate proudly made a \$6,000 down payment on her Habitat-built home on White Street in Springfield.

FINANCIAL LITERACY & CREDIT COUNSELING

In just two years, we've doubled the number of Financial Literacy classes we offer and expanded to new sites. We've also hired a certified Credit Counselor to give one-on-one assistance to residents needing to improve or repair their credit. In 2009 and 2010, 197 people learned the art of household budgeting; 137 worked on credit repair; 200 received credit information and counseling; and 29 clients opened a savings account.

HOUSING HELP

HOUSING ASSISTANCE

As a HUD-Certified Housing Counseling agency, Springfield Partners provides comprehensive housing counseling. We educate first-time homebuyers and offer pre- and post-purchase counseling; predatory lending education; foreclosure prevention assistance; and default and delinquency counseling. Housing Counseling has helped 106 people in the last two years, which led to successful home



Catherine Campbell

purchases for six first-time buyers.

Our Homebuyer Education classes are certified by Mass Housing, the Citizens Housing and Planning Association (CHAPA) and the Mass. Housing Partnership. These certifications make clients eligible for special mortgage rates, down payment assistance from specific lending institutions, and other programs.

EVICTION PREVENTION

Our innovative Eviction Clinic program, focused on approaching and assisting residents who face eviction in Hampden County Housing Court, has helped 177 families avert homelessness in two years. We also provide housing search and relocation assistance. Our tenant-landlord mediation service also helps tenants craft a rent repayment plan acceptable to his or her landlord.

COMMUNITY HEALTH OUTREACH & ADVOCACY

INFORMATION, REFERRAL AND OUTREACH

Our Information, Referral and Outreach Specialist, hired in 2009, is a wonderful resource for residents. By attending community events, our specialist educates community members about Springfield Partners services and helps us build relationships with community organizations.

Our specialist has helped 653 residents enroll or recertify for Mass. Health, Commonwealth Care or other affordable health insurance programs. The specialist also helped more than 250 individuals submit applications for SNAP, the food stamp program. She has also referred 67 women to Baystate Comprehensive Cancer Center for free mammograms, in partnership with the American Cancer Society.

ASTHMA OUTREACH

Our Asthma Outreach Specialist provides follow-up visits to residents hospitalized for asthma. The specialist meets with the patient and his or her family to identify asthma triggers in the home, and to create strategies for removing those triggers. This helps reduce expensive ER visits.



Homebuyer Education Graduate

PROGRAM HIGHLIGHTS CONT.

Going beyond case management, our specialist also works with the Pioneer Valley Asthma Coalition to offer educational events and collaborative programs in area schools and advocate for improved indoor air quality. In 2009, our specialist helped 75 asthma patients decrease environmental triggers, which led to an 80% decrease of hospital admissions among 50 clients.

READY: REDUCING ETHNIC/RACIAL ASTHMA DISPARITIES IN YOUTH

READY is a partnership of Baystate Medical Center and Springfield Partners, funded by a multi-year grant from the National Institute of Health. READY aims to provide asthma education and prevention services to families, and to improve access to treatment and case management. Two READY Community Health Workers were hired in fiscal year 2010, and have helped 66 patients and their families through a series of home visits.

INCOME TAX ASSISTANCE

VOLUNTEER INCOME TAX ASSISTANCE

The Volunteer Income Tax Assistance (VITA) program provides free income tax filing for low-to moderate-income taxpayers. IRS-trained volunteers help clients get maximum returns in minimal time, by ensuring that working families claim all available tax credits and offering electronic filing and direct deposit.

In the last two years, VITA volunteers helped 3,500 residents save about \$740,000 in tax preparation fees, and have spared residents from pricey Refund Anticipation Loans offered by for-profit tax preparers. Volunteers encourage clients to use their tax returns to enroll in the IDA program or open a savings account.

Clockwise from top right:
A VITA volunteer helps a taxpayer file; Giving a referral to a resident; Financial Literacy class at Lutheran Social Services



LOW INCOME TAXPAYER CLINIC

The Low Income Taxpayer Clinic (LITC) is designed to help people with back taxes or long-standing IRS issues by providing educational workshops and confidential, one-on-one counseling. Taxpayers with limited English proficiency can get assistance in their native language.

Increased outreach to non-native English speakers – including special events and radio and newspaper ads in Spanish, Vietnamese and Russian – has made thousands of area residents aware of this service. Over the past two years, our Income Tax Advocate has helped 243 clients resolve IRS issues.





2010 Community Scholarship recipients

COMMUNITY SCHOLARSHIPS

Two-thirds of all future jobs will require a college education, but college degrees can seem financially out of reach for low-income workers. To help, Springfield Partners offers annual scholarships to adult learners and high school graduates attending Massachusetts colleges.

In 2010, we awarded 21 scholarships of \$1,000 each, including the first-ever Ray Hershel Honorary Scholarship, underwritten by WGGB-TV President John Gormally. In October 2008, we awarded \$900 scholarships to nine residents.

TELEPHONE REASSURANCE

Springfield Partners provides senior citizens with a sense of independence through our Telephone Reassurance program, in which staff make a daily phone call to seniors and residents with physical disabilities or long-term illnesses. Bilingual callers offer access to community resources; medication or appointment reminders; and a friendly, caring voice.

About 70 residents take advantage of this service every year. Telephone Reassurance helps residents maintain independent living and feel connected to the community.

MULTICULTURAL ALZHEIMER'S PROGRAM

Springfield Partners recognized the importance and impact of this program after a year of operating it with stimulus funding. Our bilingual, bicultural program coordinator has been providing case management to residents with Alzheimer's for 8 years.

Last year, we provided case management for about 80 people with Alzheimer's and their families. The coordinator works with VNA nurses, Alzheimer's Association personnel, Stavros workers and other medical providers to identify and provide referrals and resources for the family.



SENIOR SERVICES

SENIOR AIDES

Our Senior Aide Community Employment Program is a job-training program we administer in partnership with Citizens for Citizens. The Senior Aide program helps low-income people over 55 upgrade their job skills through on-the-job training. Participants work 20 hours a week and receive a stipend.

We've placed about 40 senior aides at non-profit host sites throughout Hampden County in the past two fiscal years. In 2009, stimulus funding provided computer classes for these seniors, as well as resumé makeovers and job interview coaching.



Telephone Reassurance coordinator checks in with a client

STATEMENT OF ACCOUNTS

SPRINGFIELD PARTNERS FOR COMMUNITY ACTION

STATEMENT OF ACCOUNTS

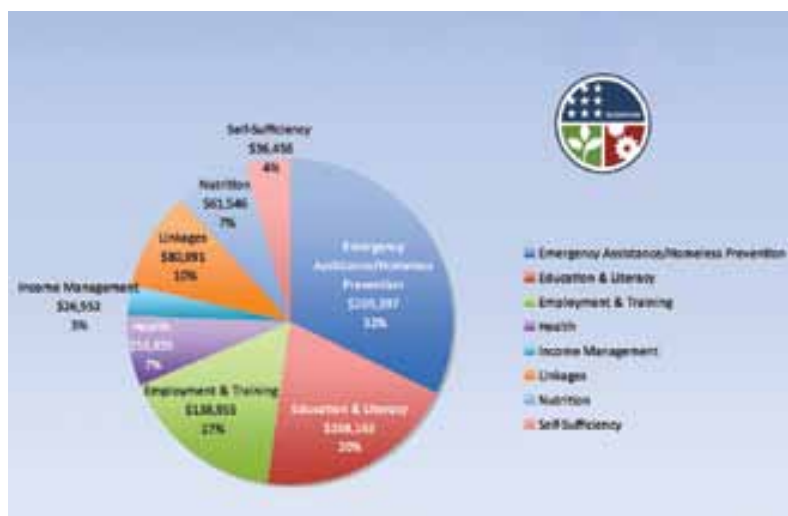
For Fiscal Years Ended Sept. 30, 2009 and Sept. 30, 2010

	FY 2009 Total	FY 2010 Total
REVENUE, GAINS AND SUPPORT		
Program Service Fees	\$2,079,563	\$1,394,181
Grants	1,987,619	5,683,761
Contributions	12,640	55,915
In-Kind Contributions	120,881	289,252
Investment Revenue	5,199	5,029
Other Income	175,234	175,430
Total Revenue and Support	\$4,381,136	\$7,603,569
EXPENSES		
Program Services	3,951,032	7,280,222
Administration	224,939	115,728
Fundraising	14,883	25,174
Total Expenses	\$4,190,854	\$7,421,124
Change in Net Assets	190,282	182,445
Net Assets, Beginning of Year (as previously reported)	696,361	886,643
Net Assets, End of Year	\$ 886,643	\$1,069,088

AMERICAN RECOVERY & REINVESTMENT ACT

Allocation by Program (excludes Weatherization)

FY 2010: \$838,895.



DONORS

AC Produce Company
 Abbie von Schlegell & Co.
 Action for Boston Community
 Development (ABCD)
 ADC Prevention Services & Associates
 Affordable Home Inspections
 Juana Alvarez
 Louise Amirault
 Anderson Home Improvement
 Paul Bailey
 Andrew Balder
 Catherine Banks
 Wanda Banks
 Barnes & Noble Booksellers
 Bay Area Neighborhood Council
 Baystate Children's Hospital
 Baystate Medical Center
 Baystate Medical Education &
 Research Foundation
 Jefferey Bradshaw
 Jean Canosa Albano
 Caring Health Center
 Mary Cassidy & G. Michael Dobbs
 Josephine Cassidy-Quinn
 Helen Caulton-Harris
 Jeffrey & Cynthia Chandler
 John Christopher
 Citizens Bank
 City Jake's Cafe
 City of Springfield
 Natasha Clark
 Robert Clarke
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 Columbia Gas of Massachusetts
 Committee to Elect E. Henry Twiggs
 Committee to Elect Melvin Edwards
 Committee to Elect Stephen
 Buoniconti
 Committee to Elect Thomas W.
 Sullivan
 Community Action!
 Community Foundation of Western Mass.
 Community Teamwork, Inc.
 Dad's Variety/Earl Watson
 Demetrice Dawkins
 Charlotte Dickerson





DONORS CONT.

Elsa Dones
 Melvin Edwards
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 Robert "Cee" Jackson
 Jackson's Security Co.
 Latesha Jackson-Simpson
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 Robert Knowles
 Kathy Kocot
 Brian Legg
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 Janice Lewis
 Lion's Den Youth Outreach Center/ Rev. Greg Dyson
 Lillian & Dominic Lissandri
 Stephen Mahoney
 Marcus Printing Company
 Marshall's
 Mass Mutual Financial Group

Massachusetts Career Development Institute
 Massachusetts Association for Community Action (MASSCAP)
 MassHousing
 T.J. Maxx
 Mayes Insurance Agency
 Dale Mazanec
 Geraldine McCafferty
 Deborah McDonald
 Bonnie McKee
 McKiernan & Associates
 Susan McQuiston
 MDG Associates
 Cheri Mills
 Mirkin's Ideal Cleaning Service Inc.
 Modell's Sporting Goods
 Andrew Morehouse
 Moriarty & Primack P.C.
 Rosemary Morin
 Stephen Moser
 Tony Motyl
 Tiffany Munford
 Nate Moulder
 New England Business Associates
 New England Farm Workers Council
 New North Citizens' Council
 Emily Ocasio
 Martin O'Connor
 Margaret R. O'Donnell
 Partners for a Healthier Community
 Isabel Pellet
 Denise Picard
 Jennifer Picard
 Pioneer Valley Planning Commission
 Daniel Pouliot
 Priority Press
 John Ptaszek
 Puerto Rican Cultural Center
 Regional Employment Board of Hampden County
 Luis Rivera/L & R Remodeling & Insulation
 Ronald R. Desellier Electric
 Heather & Scott Rose
 Rotary Club of Springfield
 Carmen Santiago
 Synthia Scott-Mitchell
 South Congregational Church, Springfield
 Spartan Auto Care Centers
 Springfield Armor
 Springfield Early Care and Education Partnership
 Springfield Falcons Hockey Club

Springfield Housing Authority
 Springfield Neighborhood Housing Services
 Springfield Vietnamese American Civic Assn.
 Square One
 Elizabeth Stevens
 Bob Stovall
 Erica Sulikowski
 Thomas W. Sullivan
 Ben Swan Jr.
 Matilde Tamburrini
 Velma Taylor
 Texas Roadhouse Restaurant
 UAW Local 2322
 Lenny Underwood
 United Bank
 United Way of Pioneer Valley
 Universal Plastics Corp.
 Iris Valentin
 Valley Communications Systems
 Mary Vasquez-Slack
 Lina Villalongo
 Vista IT Solutions
 Bianca Walker
 WB Mason
 Webster Bank
 Jeffrey Welch
 Western Massachusetts Electric Company
 WGGB-TV/abc40
 Whalley Computer Associates
 Wilbraham & Monson Academy
 Williams Distributing Corp.
 Joe Williams

Justine Williams
 Jacqueline Williams-Hines
 Gloria Wilson
 YMCA of Greater Springfield
 Zion Community Baptist Church/
 Nancy Jones-Callands
 Alicia Zoeller

PROGRAM FUNDERS

American Recovery & Reinvestment Act
 Baystate Medical Center
 Citizens for Citizens, Inc.
 City of Springfield
 Columbia Gas of Massachusetts (formerly Bay State Gas)
 Hampden Bank
 Internal Revenue Service
 Mason Square Health Task Force
 Massachusetts Association for Community Action (MASSCAP)
 Mass. Dept. of Early Education & Care
 Mass. Dept. of Housing & Community Development
 Massachusetts Electric Company
 Massachusetts Tax & Asset Building Coalition
 National Institutes of Health
 New England Farm Workers Council
 USDA Child & Adult Care Food Program
 US Dept. of Energy
 US Dept. of Health and Human Services, Assets for Financial Independence
 US Dept. of Housing and Urban Development
 Webster Bank
 Western Mass. Electric Co./ Northeast Utilities





homeownership alleviate literacy
 expand opportunity
 assets proud
 lifeline high impact building
 community funding
 action programs development
our mission is to empower people
 recovery outreach stability forces selfsufficiency
 investment jobs childcare Hiring People
 join forces improve hiring health
 build assets rewarding
 education
 community action
 lifeline changing lives education proud
 development investment
 people empower affordable childcare opportunity
 prevention education development
 jobs investment workers health people
 experience hiring expand high impact forces
 stability
HELPING PEOPLE. CHANGING LIVES.



HELPING PEOPLE. CHANGING LIVES.



SPRINGFIELD PARTNERS
for Community Action

SPRINGFIELD PARTNERS FOR COMMUNITY ACTION
721 State Street, Springfield, MA 01109
Phone: 413-263-6500 • Fax: 413-263-6511
www.springfieldpartnersinc.com

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