



**United
Way**



**United Way of
North Central Massachusetts**



United Way of
North Central Massachusetts



**2003 - 04
ANNUAL REPORT**



Vision *and Mission*

Vision Statement

“We will create healthy communities by energizing and inspiring people to make a difference.”

Mission Statement

“To improve lives through innovative leadership which identifies and addresses community needs.”



Daniel M. Asquino
Chairman of the Board

Message

from the Chairman

“Your United Way investment, magnified by others, has the real power to bring about changes that matter where you live. Thank you for your continued generous support.”

Dear Friends of the Community:

One word drives United Way — results. We are focused on delivering a return-on-investment. It is more than how much money was raised or the number of programs funded. It’s about improving lives and building stronger communities.

This past year has been a year of transition. We revisited our vision, mission and purpose to ensure our strategy is focused and well-defined to bring about changes in community conditions.

As a result of the planning session, a key initiative was adopted. It was to redouble our efforts in building social capital. It is our sincere belief that it is the foundation that will allow us all to create a healthier society.

To mark our 25th anniversary, I am pleased to report with unprecedented enthusiasm, that United Way and its volunteers are embarking on a long-term goal to build volunteer capacity for all organizations and groups. You will be hearing much more over the next year as we develop partnerships to facilitate this exciting objective.

I am also pleased to report some of the other key highlights from this year:

- *We were able to help more people. The community once again responded with a record campaign.*
- *The Community Care Fund — which responds to the most pressing needs — saw an increase in new dollars as well. This allowed us to reach more people in need.*
- *Over 200 volunteers participated in Day of Caring. This one-day event in September continues to grow every year, which allows us to tackle more projects for the non-profit community (painting, lawn work, restocking food pantries, reading to children, etc.) so the agencies can focus on helping more people.*
- *We also temporarily relocated our offices from 915 South Street to 285 John Fitch Highway, Fitchburg, thanks to the generosity of Unital. And, we were able to avail our old space to Children’s Aid and Family Services until we begin renovations in three to four years.*
- *Our Youth Venture program in Shirley and Leominster schools continues to engage our youth and provide them with real life experiences.*

As we embark on the next 25 years, what matters is:

- *Results Matter — We will focus on delivering results by measuring outcomes, focusing on fewer priorities and be committed to a higher set of performance and accountability standards.*
- *Partnerships Matter — We will accomplish more by being a catalyst, mobilizing the community of investors, including: business, labor, non-profits, faith-based groups, government and volunteers. It will be our goal to build a shared vision.*
- *Community Matters — We will focus on achieving sustained change in community conditions by tackling root causes of community problems and inspiring action and encouraging community involvement.*

In closing, what matters™ to United Way are the lives we change and the communities we shape. Your United Way investment, magnified by others, has the real power to bring about changes that matter where you live. Thank you for your continued generous support.



Arthur P. DiGeronimo Jr.
2003-04 Campaign Chair

Campaign

2003-2004

“While we raised more money this year, it is important for us all to remember that it is more than the dollars raised or services delivered; it’s about improving lives by tackling the root cause of community problems.”

Dear United Way Supporters:

We are fortunate to have business leaders, employees, and individuals from all walks of life who dedicate their time and talent and treasure to make our community stronger.

As you may know, a small group of United Way volunteers start to work on the annual campaign beginning in the early spring. The goal is to build a volunteer team with the passion and conviction to solicit area businesses for their support.

Each year, the campaign cabinet does a wonderful job of articulating the health and human service needs of the region to the business community. The goal each year is to expand the number of organizations that support the community through United Way.

It becomes obvious very quickly that we have a core group of very generous supporters who realize the importance of keeping North Central Massachusetts strong.

When the CEO, president, or business owner is supportive, it provides an entrée for another group of volunteers, United Way Loaned Executives, to manage an employee campaign.

They, along with tremendously supportive employee campaign managers, usually someone designated internally, help coordinate the campaign drive.

It is the employees that hear the stories of hope and aspiration directly from the program providers who are working tirelessly every day to improve lives. They learn that their weekly contribution, usually through payroll giving, is helping someone like “Mabel,” who is able to remain independent in her home thanks to a United Way-funded program.

They may also hear about a wonderful program that is giving children hope. Many of these kids were living in abusive homes. Through a United Way-funded program, they are getting one-on-one intervention that includes reading and writing support and life skill tutoring in a warm and caring environment.

It is gratifying and heartwarming to hear these stories of success. You know that your contribution is improving lives in our community.

While we raised more money this year, it is important for us all to remember that it is more than the dollars raised or services delivered; it’s about improving lives by tackling the root cause of community problems.

In closing, it has been an honor for me to work with such a dedicated group of volunteers who are working vigorously to improve our community. Finally, it couldn’t have been done without a catalyst of business, labor, non-profits, government, and community volunteers coming together to address what matters.

Thank you for your continued support.

CAMPAIGN VOLUNTEERS

CAMPAIGN CHAIR

Arthur P. DiGeronimo Jr.
Victory Super Markets

CAMPAIGN CO-CHAIR

Peter E. Bovenzi
Bovenzi, Inc.

CAMPAIGN VICE-CHAIR

James Javaras
The BHR Life Companies

ALEXIS DETOCQUEVILLE SOCIETY DIVISION

Ronald M. Ansin – Founder
The Ronald M. Ansin Foundation

William E. Aubuchon III – Chair
W.E. Aubuchon Company, Inc.

GARDNER DIVISION

Andrew Boucher – Chair
Boucher Funeral Home

Paul Fitzpatrick – Co-Chair
GFA Financial Group, LLC

Michael F. Ellis – Vice-Chair
Greater Gardner Chamber of Commerce

Division Members

Jeffrey Ashworth
Athol Savings Bank

Deborah J. Carlson
Heywood Hospital

Ellie Fox
Colonial Co-Operative Bank

Dennis Lopata
LaChance Center for Rehabilitation

Peter J. Russo
Massachusetts Electric Company

NASHOBA DIVISION

Scott Howard – Chair
Bemis Associates, Inc.

Division Members

Melissa Fetterhoff
Nashoba Valley Chamber of Commerce

Sharyn Rice
Mount Wachusett Community College

Donald Secord
Parker Hannifin – Nichols Airborne Division

TWIN CITIES DIVISION

Joseph G. Sova – Chair
Fidelity Bank

Division Members

Marc Babineau
Babineau Insurance

Richard Bagley
Anderson, Bagley & Mayo Insurance Agency

Patrick Cronin
The Protector Group Insurance Agency

Robert Gallo
Enterprise Bank & Trust Company

Steven Groccia
Enterprise Bank & Trust Company

Raymond F. LaFond
Enterprise Bank & Trust Company

Carl Querino
Fidelity Bank

Julie A. Scapparone
Wine & Roses/3333 Inc.

Tony Wolf
Enterprise Bank & Trust Company

PACESETTER/EARLY CAMPAIGN DIVISION

Anne Boucher – Chair
Montachusett Home Care Corporation

MAJOR GIFTS DIVISION

James Javaras – Chair
The BHR Life Companies

LOANED EXECUTIVES

Anne Boucher
Montachusett Home Care Corporation

Mariah Dudley
LUK, Inc.

Lynn Landon
United Way of North Central Massachusetts

Barbara Leger
Victory Super Markets

Melissa Maranda
Community Foundation of North Central MA

Donata Martin
Twin Cities Community Development Corporation

Gloria Maybury
Literacy Volunteers of the Montachusett Area

Nichole Moreau
Mount Wachusett Community College

Timothy O'Leary
Unitil

Carolyn Patten
Guild of St. Agnes

Elizabeth Reynolds
CGI Communications

Maxyne Schneider
House of Peace & Education, Inc.

Jay Sullivan
Fitchburg Savings Bank

Dona Taylor
Sterilite Corporation

Herb White
Workers' Credit Union

ACCOUNT EXECUTIVES

Angela Alansky
I-C Federal Credit Union

Ann Gendron
I-C Federal Credit Union

Linda Guinard
I-C Federal Credit Union

Eric Lacaboni
I-C Federal Credit Union

Sean McGuirk
I-C Federal Credit Union

SPEAKER'S BUREAU

Barbara Abraham
Multi-Service Center

Anne Boucher
Montachusett Home Care Corporation

Carol Curdo
MAB Community Services

Deanie Harris
American Red Cross, North Central MA Chapter

Robert Jokela
Children's Aid & Family Service, Inc.

Bruce Lawrence
The Office of Ronald M. Ansin

Gloria Maybury
Literacy Volunteers of the Montachusett Area

Jean McMurray
Worcester County Food Bank

Richard D. Palmer
Montachusett Regional YMCA

Paul Richard
Community Healthlink

Maxyne Schneider
House of Peace & Education, Inc.

Joanne Tulonen
Battered Women's Resources, Inc.

Linda Williams
Battered Women's Resources, Inc.

Margaret Woovis
Montachusett Home Care Corporation



Community

Investment

John Bennard

2003-04 Community Investment Chair

As we continue to move into our "impact areas," over the next several years, the focus will be on mobilizing the community to create sustained change. As I shared with you last year, we see our role evolving:

Community Matters:

- *Bringing communities together to focus on priorities*
- *Tackling root causes of community problems*
- *Inspiring action and encouraging community involvement*

Partnerships Matter:

- *United Way will serve as a catalyst, mobilizing investors of all types*
- *Developing unique relationships built on shared vision*
- *We create roll up your sleeve partnerships, effective and efficient, inclusive and diverse*
- *Sometimes leading, sometimes playing a supportive role*

Results Matter:

- *We will focus on delivering a return-on-investment*
- *Beyond dollars raised or services delivered*
- *Building on a history of measuring outcomes*
- *Improving lives and building stronger communities*
- *Committed to a higher set of performance and accountability standards*

What Matters™

We will ensure your United Way investment, magnified by others who invest in United Way, has the real power to bring about the changes that matter where you live.

It is with optimism and a clear vision that we look forward to a brighter future for all to enjoy.

United Way knows that people in the community really want to make a difference in the community. They want to help others. United Way wants to be your partner.

Our experience tells us that the best way to help the most people is to focus on the root causes of the most serious problems. It takes the whole community working together to pull it off.

United Way and its donors rely on the Community Investment process to ensure their contribution is invested with knowledge and the expertise to bring about positive changes in people's lives.

To make that happen, over 70 community volunteers take time out of their busy schedule to review each and every program United Way supports through its Community Care Fund.

This process of reviewing every program is unique to United Way:

- *United Way utilizes its expertise along with outside independent studies to determine the health and human services need in North Central Massachusetts.*
- *The needs are reviewed and prioritized.*
- *Community volunteers review over 80 programs that address the specific needs identified through the study.*
- *The programs are then reviewed for effectiveness, whether it's fulfilling an unmet need, and most importantly changing people's lives for the better.*
- *Once funded, the program is reviewed quarterly to make sure it is on track and meeting expectations.*

More and more donors are coming to realize that the best way to give back to the community is through United Way's Community Care Fund.

I am pleased to report that United Way distributed \$1,134,392 to 59 local programs that you will find listed on pages eight and nine.

Lastly, I want to thank all the donors for their confidence and support. And I want to extend a special thank you to all the Community Investment Volunteers. They are helping us all accomplish more by focusing our resources and building on a history of measuring results.

COMMUNITY INVESTMENT VOLUNTEERS

REDESIGN COMMITTEE

John Bennard – Chair
Gardner

Kim Blanchard – Vice Chair
Ashburnham

Barbara Abraham
Multi-Service Center

Celeste Bourgault
*Anderson, Bagley & Mayo
Insurance Agency*

Matt Johnson
US Postal Service, Fitchburg

Terry Kennedy
ARC Community Services, Inc.

Richard D. Palmer
Montachusett Regional YMCA

Donald Secord
*Parker Hannifin –
Nichols Airborne Division*

VOLUNTEERS

John Bennard – Chair
Gardner

Matt Johnson – Co-Chair
US Postal Service, Fitchburg

Kim Blanchard – Vice Chair
Ashburnham

Celeste Bourgault – Vice Chair
*Anderson, Bagley & Mayo
Insurance Agency*

Thomas Allain
Hudson Savings Bank

William E. Aubuchon IV
W.E. Aubuchon Company, Inc.

Scot A. Barrett
BDO Seidman, LLP

Gardner Bent
Gardner

Henry Botticello
Simonds Industries

Michael Dellamonaca
Gelinas & Ward

John Doyle
Workers' Credit Union

Elizabeth Fineberg
Fitchburg State College

John Flores
Fitchburg Savings Bank

Eric Gaetz
Banknorth Massachusetts

Ellen Goguen
*Coldwell Banker –
Residential Brokerage*

Carrie Graham
*Youth Venture/United Way of
North Central Massachusetts*

Steve Grant
Fitchburg Savings Bank

Pati Gregson
*Mount Wachusett
Community College*

Jane Gustowski
*Mount Wachusett
Community College*

Robert Hawke
Gardner

Rosemary Healey
Fitchburg

Melissa Hertel
*Parker Hannifin –
Nichols Airborne Division*

James Hohman
First Financial Trust

Kathleen Kelley
*North Central MA
Chamber of Commerce*

Debra LaPointe
Fidelity Co-Operative Bank

Bruce Lawrence
The Office of Ronald M. Ansin

Melissa Maranda
*Community Foundation of
North Central MA*

Susan M. Monette
Colonial Co-Operative Bank

Darlene Morrilly
*Mount Wachusett Community
College Foundation*

Eladia Romero
Congressman Olver's Office

Nancy Sabulis
Banknorth Massachusetts

Paul Schaefer
Gardner School System

Maxine Smith
Fitchburg

Bonny Stockton
Bemis Associates, Inc.

Peg Van Hillo
Unitil

Mary Whitney
Fitchburg

Dorothy Yablonski
Banknorth Massachusetts

AUDIT COMMITTEE

Robert C. Alario
Robert C. Alario, CPA's

Karen Goodall
Curran & Goodall, PC

Norman LeBlanc, CPA

Richard Letarte, CPA

Anthony Mercadante
*Mercadante & Mercadante
PC, CPA's*

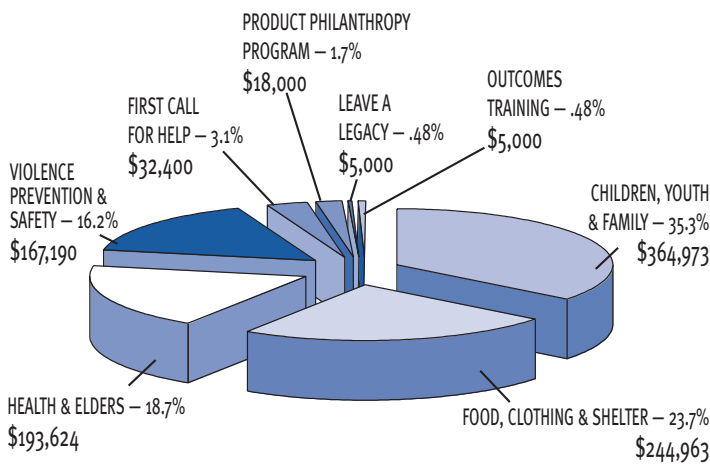


Investing

In Our Community

Total Community Investment Funding

\$1,031,150

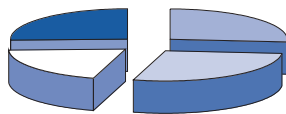


Breakdown by Region

GARDNER REGION

Total Dollars – \$185,694

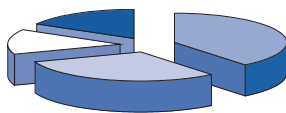
Children, Youth & Family	\$49,066
Food, Clothing & Shelter	\$52,269
Health & Elders	\$37,156
Violence Prevention & Safety	\$47,203



NASHOBA REGION

Total Dollars – \$142,404

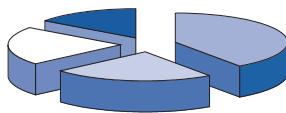
Children, Youth & Family	\$55,962
Food, Clothing & Shelter	\$43,063
Health & Elders	\$19,682
Violence Prevention & Safety	\$23,697



TWIN CITIES REGION

Total Dollars – \$643,939

Children, Youth & Family	\$259,945
Food, Clothing & Shelter	\$150,918
Health & Elders	\$136,786
Violence Prevention & Safety	\$96,290



Impact Area Funding



Total dollar..... **\$364,973**

Boy Scouts, Nashua Valley Council, Inc.
Comprehensive Youth Development\$11,307

Catholic Charities, Worcester County
Family Resource Center\$9,540
Life Management Skills\$4,010

Children's Aid & Family Service, Inc.
Child Care Center\$24,901
The Family Counseling Center\$41,475

Girl Scouts, Montachusett Council
Comprehensive Youth Program\$6,704

Guild of St. Agnes
Child Care Center\$19,982

Literacy Volunteers of the Montachusett Area
Literacy\$21,132

LUK Crisis Center, Inc.
YouthBuild\$21,000
Passages/Transition to Independent Living\$21,564

Montachusett Opportunity Council, Inc.
Child Care & Head Start Services\$9,540

Multi-Service Center
Family Resource Center\$9,336
Generations LINKED ..\$10,629
Women's Center\$13,908

Project Contact at Bonnie Brae
Project Contact at Bonnie Brae\$10,500

Salvation Army Corps
"Time Out" for Youth...\$16,426

Spanish American Center
Community Outreach – Info & Referral\$14,070
Crossroads\$11,025
Literacy & ESOL\$7,770

Spectrum Health Systems
Youth & Adolescent Services.....\$30,810

YMCA, Montachusett Regional
Teen Center\$23,100
Youth Program.....\$19,950

FOOD, CLOTHING & SHELTER

Total dollars \$244,963

American Red Cross, NCM Chapter
 Armed Forces
 Emergency Services\$7,415
 Blood Services\$35,270
 Disaster Services\$68,682
 Health & Safety
 Services\$18,974

Catholic Charities, Worcester County
 Basic Life Skills – Emergency Assistance\$20,643

Gardner Community Action Committee
 Fellowship Table\$1,890
 Food Distribution\$8,461

Loaves & Fishes
 Food Pantry, Inc.\$22,486

Montachusett Opportunity Council, Inc.
 CARE Services/
 Food Resources\$9,127
 Fitchburg/Leominster
 Community
 Action Center\$18,642

Salvation Army Corps
 Comprehensive Emergency Assistance\$34,660

HEALTH & ELDERS

Total dollars \$193,624

ARC Community Services
 Family Support/
 Advocacy\$28,350

Gardner Community Action Committee
 Medical Transportation....\$8,190

Gardner Visiting Nursing Association
 Community
 Services Center\$20,707
 Maternal Child
 Health Program\$10,080

MAB Community Services
 VISION Community
 Services.....\$11,550

Montachusett Addiction
 Council, Inc.\$50,466

Montachusett Home Care Corp.
 Money Management
 Program.....\$12,600
 Volunteer
 Companion/Escort.....\$22,116

Multi-Service Center
 Preventive
 Health Program\$21,865

Spanish American Center, Inc.
 United Elders\$3,500

YMCA, Montachusett Regional
 Senior Citizen Program...\$4,200

VIOLENCE PREVENTION & SAFETY

Total dollars \$167,190

Battered Women's Resources, Inc.
 Community Education \$27,325
 Crisis Counseling.....\$19,425

Children's Aid & Family Service, Inc.
 Parent Mediation and
 Education.....\$14,965

House of Peace & Education, Inc.
 HOPE for Kids\$11,550
 HOPE for Women.....\$6,300

LUK Crisis Center, Inc.
 GIFTS/
 Peer Leadership.....\$15,965
 Nurturing Program.....\$3,150

Multi-Service Center
 Safety Kids\$25,205

Parents Helping
 Parents\$15,119

Rape Crisis Center of Central MA
 Community Response to
 Sexual Assault\$8,556

Spanish American Center, Inc.
 Multicultural
 Youth Program\$14,175
 Parenting Program\$5,455





Exemplary Company & Employee Recognition

CORPORATE AWARDS

GOLD \$40+ Per Capita Full Time Equivalent Employee

SILVER \$32+ Per Capita Full Time Equivalent Employee

BRONZE \$25+ Per Capita Full Time Equivalent Employee

EMPLOYEE AWARDS

GOLD \$40+ Per Capita 75% Participation of Full Equivalent Employees

SILVER \$40+ Per Capita 75% Participation of Full Equivalent Employees

BRONZE \$40+ Per Capita 75% Participation of Full Equivalent Employees

CHAIRMAN'S AWARDS

¹ New Participating Businesses

² Overall Increase of Greater Than 25%

³ Other Extraordinary Efforts



PACESETTERS

Anderson, Bagley & Mayo
Insurance Agency

Battered Women's
Resources, Inc.

Bemis Associates, Inc.

Bovenzi, Inc.

Enterprise Bank &
Trust Company

Greater Gardner
Chamber of Commerce
Hannaford

The Insurance Place, Inc.

Sterilite Corporation

United Way of North
Central Massachusetts

Victory Super Markets

Workers' Credit Union

EARLY CAMPAIGNS

W.E. Aubuchon Company, Inc.

GFA Federal Credit Union

Nashoba Valley
Chamber of Commerce

Plastican, Inc.

Spanish American Center, Inc.

HEAVY HITTERS

COLLECTIVE INVESTMENTS

CONTRIBUTED 1% OR MORE TO THE TOTAL CAMPAIGN

W.E. Aubuchon Company, Inc.

Bemis Associates, Inc.

Bovenzi, Inc.

DRS Power Technology, Inc.

HealthAlliance

I-C Federal Credit Union

Mount Wachusett
Community College

Sterilite Corporation

Tyco/SimplexGrinnell

United Parcel Service

Victory Super Markets

Workers' Credit Union

SPECIAL THANKS

ARC Community
Services, Inc.

Bovenzi, Inc.

Ivette Conway
Workers' Credit Union

Mickey Guzman
Spanish American Center

Maria Lenti
Workers' Credit Union

Mount Wachusett
Community College

Orchard Hills Athletic Club

COMMUNITY SERVICE AWARDS

*This award is given to the media
for their support throughout
the campaign*

The Gardner News
Alberta Bell, Publisher

Nashoba Publications &
Sentinel & Enterprise
Asa Cole, Publisher

Telegram & Gazette
Dave Turcott & Michael Elfland

WEIM Radio 1280 AM
David Wang, General Manager

COMMUNITY DEVELOPMENT AWARD

Strengthening community through a collaboration of area building and trades industries

Peter Bovenzi
Bovenzi, Inc.

COMPANY & EMPLOYEE RECOGNITION AND RESULTS

GARDNER DIVISION

Advance Coatings Company
Employee Gold

Andersson Woodturning
Employee Gold

Athol Savings Bank
Corporate & Employee Gold

W.E. Aubuchon Company, Inc.
Corporate Gold, Employee Silver

BDO Seidman
Employee Gold, Corporate Gold

The Bridge of Central Mass
Employee Gold

Candlelite Café
Chairman's Award²

Colonial Co-Operative Bank
Employee Gold

Colonial Hotel
Employee Gold, Chairman's Award²

Concordant, Inc.
Corporate Gold

E. J. Prescott, Inc.
Employee Gold

Gardner Community Action Committee, Inc.
Employee Gold

Gardner Screw Corporation
Corporate & Employee Gold

Garlock Printing
Employee Gold

GFA Federal Credit Union
Corporate & Employee Gold

Greater Gardner Chamber of Commerce
Employee Gold, Chairman's Award²

Heritage Insurance Agency
Employee Silver, Chairman's Award²

House of Peace & Education, Inc.
Employee Gold

Leo P. LaChance Center for Rehabilitation
Corporate Silver

Mount Wachusett Community College
Employee Gold, Chairman's Award²

New England Industrial Roofing
Corporate Bronze

Nichols & Stone Company
Employee Silver

R. Smith Furniture, Inc.
Corporate & Employee Gold

Royal Steam Heater
Corporate Gold

Simonds Industries, Inc.
Chairman's Award²

TRW Automotive
Employee Bronze

Venning & Jacques, PC
Employee Gold

NEW EMPLOYEE CAMPAIGN CHAIRMAN'S AWARD

The Bridge of Central Mass¹

EXTRAORDINARY EFFORT CHAIRMAN'S AWARD

Mount Wachusett Community College — "Comedy Night"³

Heywood Hospital — "Agency Fair"³

NASHOBA DIVISION
Bemis Associates, Inc.
Corporate & Employee Gold

Guild of St. Agnes
Employee Gold

Hannaford
Corporate & Employee Gold

Lunenburg Schools
Chairman's Award²

Nashoba Valley Chamber of Commerce
Employee Gold

Nashoba Valley Medical Center
Chairman's Award¹

North Middlesex Regional School
Chairman's Award²

North Middlesex Savings Bank
Corporate Bronze, Employee Gold, Chairman's Award²

P. J. Keating Company
Employee Gold

Parker-Hannifin — Nichols Airborne Division
Corporate Gold

Ryerson Tull
Corporate Gold, Chairman's Award²

S1 Corporation
Employee Gold

Shanklin Corporation
Corporate Bronze, Chairman's Award¹

Shirley Schools
Chairman's Award²

Sterilite Corporation
Corporate & Employee Gold

NEW EMPLOYEE CAMPAIGN CHAIRMAN'S AWARD

Guild of St. Agnes¹

Hollingsworth & Vose Company¹

Hybricon Corporation¹

Nashoba Valley Medical Center¹

S1 Corporation¹

Shanklin Corporation¹

Vista Controls¹

Continued on page 12





Exemplary

Company & Employee Recognition

Continued

EXTRAORDINARY EFFORT

CHAIRMAN'S AWARD

Nashoba Valley Medical
Center — "Superbowl of
Caring" Event³

TWIN CITIES DIVISION

Robert C. Alario, CPA's
Employee Gold

Anderson, Bagley & Mayo
Insurance Agency
Corporate & Employee Gold

The Office of
Ronald M. Ansin
*Employee Gold,
Chairman's Award²*

Appleseed
Personnel Services
Employee Gold

Avery Dennison
Manufacturing Company
*Employee Silver,
Chairman's Award²*

N.J. Babineau
Insurance Agency, Inc.
*Employee Gold,
Chairman's Award²*

Banknorth Massachusetts
Corporate Gold

Banner Mold & Die Company
Employee Gold

Barbanel Design
Corporate Gold

Battered Women's
Resources, Inc.
Employee Gold

BHR Life Companies
Employee Bronze

Bisson Tool & Die
Chairman's Award¹

Bourbeau's Market
Chairman's Award¹

Bovenzi, Inc.
Corporate & Employee Gold

Boys & Girls Club of
North Central MA
Employee Gold

Catholic Charities
Worcester County
Employee Bronze

Central New England
Endodontics
Chairman's Award²

Children's Aid &
Family Service, Inc.
Employee Silver

Community Health Link /
The Lipton Center
Employee Bronze

Community Health
Connection Family
Health Center
Employee Bronze

DRS Power Technology
Corporate & Employee Gold

DSM Thermoplastic
Elastomers
Chairman's Award²

E. T. Duval & Sons, Inc.
Employee Gold

Enterprise Bank &
Trust Company
Corporate & Employee Gold

F & M Tool & Die Company
Employee Bronze

Family Federal Savings Bank
Corporate & Employee Gold

Fidelity Co-Operative Bank
Corporate Gold

Fitchburg Creamery &
E.G. Vending
Corporate Gold

Fitchburg Savings Bank
Corporate & Employee Gold

Foster Healey Real Estate
Employee Gold, Chairman's Award²

Gelinas & Ward
Employee Gold

GeoSearch
Employee Gold

I-C Federal Credit Union
Corporate & Employee Gold

Innovative Mold Solutions, Inc.
*Employee Bronze,
Chairman's Award²*

The Insurance Place, Inc.
Employee Gold

Leadership Dynamics, Inc.
Corporate Gold, Employee Gold

Leaktite Corporation
Corporate Bronze

Leominster Credit Union
Corporate Bronze, Employee Gold

Literacy Volunteers of the
Montachusett Area
Employee Gold

Mar-Lee Companies, Inc.
*Employee Silver,
Chairman's Award²*

Mass Innovation Center
Employee Bronze

Micron Products, Inc.
Corporate Gold, Chairman's Award²

Montachusett Home
Care Corporation
Employee Gold

Montachusett Regional
Vocational Technical School
Chairman's Award²

Montachusett Regional YMCA
Employee Gold

Nashua Valley Council, Inc.
Boy Scouts
Employee Silver

New England Joint Board
Corporate & Employee Gold

North Central MA
Chamber of Commerce
Employee Gold

Noveon, Inc.
Employee Gold

Plastican, Inc.
Corporate Gold

The Protector Group
Insurance Agency
Corporate Gold, Chairman's Award²

Reagan & Company, LLP
Corporate Gold, Employee Gold

Resource Management, Inc.
Corporate & Employee Gold

Rockwell Roofing, Inc.
Corporate Gold

Rome Insurance Agency
Corporate & Employee Gold

Ron Bouchard Auto Stores
*Chairman's Award*²

Salvation Army Corps
Employee Gold

Sentinel & Enterprise
Corporate Gold

Shack's Clothes
*Chairman's Award*²

Smith Mallahy Masciarelli
Funeral Home
*Chairman's Award*²

Spanish American Center
*Employee Gold, Chairman's Award*²

Steel-Fab, Inc.
Employee Bronze

United Co-Operative Farmers
Employee Gold

United Way of North
Central Massachusetts
Employee Gold

Unitil
*Corporate Gold, Chairman's Award*²

USI Hastings-Tapley
Insurance Agency
Corporate Gold

V. P. Holman
Construction Company
Corporate Gold

Veteran's Hospice Homestead
Employee Bronze

Victory Super Markets
*Employee Silver, Chairman's Award*²

Workers' Credit Union
Corporate & Employee Gold

**EXTRAORDINARY
EFFORT
CHAIRMAN'S AWARD**

United Cooperative
Farmers, Inc. — *Collected
employee donations at
Christmas in lieu of
employee gift exchange.*³

Workers' Credit Union —
*Held extra raffles and
other activities to raise
additional funds.*³

**NEW EMPLOYEE
CAMPAIGN
CHAIRMAN'S AWARD**

Bisson Tool & Die¹

Bourbeau's Market¹

Bovenzi, Inc.¹

Boys & Girls Club of
North Central MA¹

Digital Federal Credit Union¹

GeoSearch¹

Global Fitness Center¹

Hamwey Engineering, Inc.¹

Headwall Photonics, Inc.¹

The Insurance Place, Inc.¹

Quality Masonry Supply¹

Rape Crisis Center¹

Resource Management, Inc.¹

USI Hastings-Tapley
Insurance Agency¹





Rich D. Palmer
2003 Chair

Day of Caring



A DAY OF CARING CONTINUES TO GROW

September is an important month for many reasons. It's back-to-school time and businesses and their employees are back from summer vacation with a renewed focus and energy. And, it was time for United Way's Day of Caring.

Because it has fast become a widely anticipated event by the volunteers and the organizations, employers generously allowed their employees to donate the day.

This year we had over 200 volunteers stock kitchen pantries, paint, clean carpets and read to children for the non-profit community.

In addition to the usual projects, volunteers from Unitil did carpentry work and helped side a new home that was built by Habitat Humanity of North Central Massachusetts. This is the third house that the regional utility company has helped build.

Each year, United Way agencies from throughout the region are asked if they need help with maintenance or other projects that normally cannot get done by the agency due to financial and personnel constraints.

The Day of Caring volunteers tackled 50 projects at 23 non-profit agencies. The energy and excitement generated is incredible. The spirit of volunteerism in our community is second to none. We wrapped up the day with a barbeque at the Spanish American Center in Leominster. We thank Neddy Latimer and her staff for being an outstanding host.

I want to thank everyone that participated, including the businesses and organizations that allowed their employees to donate the day. We also owe a debt of gratitude to our financial sponsors. On behalf of all the non-profit agencies, thank you. Your support does make a difference.

Anyone who is interested in learning more about the Day of Caring can call United Way of North Central Massachusetts at 978-345-1577.

SPONSORS

Athol Savings Bank
Baker Cadillac Oldsmobile, Inc.
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Bovenzi, Inc.
Family Federal Savings Bank
Fitchburg Savings Bank
I-C Federal Credit Union
Leadership Dynamics, Inc.
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Mount Wachusett
Community College
The BHR Life Companies
The Ronald M. Ansin Foundation
Unitil Service Corporation
Victory Super Markets
WEIM AM 1280
Workers' Credit Union

RAFFLE DONORS

American Red Cross,
North Central MA Chapter
Appleseed Personnel Services
ARC Community Services, Inc.
Circuit City Foundation
Cookie Jar Bakery
Gamache Cyclery
Literacy Volunteers of the
Montachusett Area
Montachusett Regional YMCA
Slattery's Restaurant
Victory Super Markets
W.E. Aubuchon Company, Inc.
Workers' Credit Union

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Appleseed Personnel Services
Kim Blanchard
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Fitchburg/Leominster CAC (MOC)
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Bruce D. Lawrence
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Tina Maillet
Banknorth Massachusetts
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*Literacy Volunteers of the
Montachusett Area*
Karin Oliveira
Battered Women's Resources, Inc.
Eladia Romero
Congressman Olver's Office
Angela Shwom
FACTS/Healthy Directions
Linda Williams
Battered Women's Resources, Inc.
Rosemary Wuoti
ARC Community Services, Inc.

Product

Philanthropy

United Way of North Central Massachusetts partnership with United Way of Merrimack Valley has enabled local health and human service organizations access to a host of goods and services at a significant savings through Product Philanthropy. Some of the products include:

- Computer hardware and software
- Office equipment and supplies
- Clothing
- Personal care products and cosmetic
- House and kitchen wares
- Construction and building materials

The program is designed to make new products available to not-for-profits at a fraction of the cost. Today's top manufacturers and retailers, including 40 percent of the Fortune 500 companies, rely on Product Philanthropy to design and manage the donation process.

As a result of this special arrangement, health and human service organizations with 501 C (3) status serving the North Central Massachusetts region are eligible to participate in the program and receive the following benefits:

- No annual membership fee
- Entitled to full benefits of membership
- Access to shelter and transitional housing products (e.g., bedding, towels, lamps, dishes, furniture)
- Short-term storage in warehouse for procured office equipment and paper product
- Notice of product shipment and availability in advance of distribution days

United Way is already seeing major dividends from this exciting program. After our first year, 35 local not-for-profits have participated and received donated products valued at close to \$70,000.



Youth

Venture



YOUTH VENTURE AND UNITED WAY FORM PARTNERSHIP

The United Way of North Central Massachusetts maintains a strong partnership with Youth Venture, a national not-for-profit organization based in Arlington, VA dedicated to youth initiatives.

The mission is to help youth ages 12-20 find the courage and knowledge to make a difference in their community (school or neighborhood) by creating, leading and launching their own organizations, clubs or businesses.

The multi-tiered partnership continues to reach new levels of youth engagement in the area by investing in young people. This program is teaching not only teamwork, leadership and entrepreneurship, but showing that youth have the insight, resourcefulness and capability to bring about powerful change in their communities.

Through a generous gift from Ronald M. Ansin of Harvard, MA, United Way provides the seed money for local teams through four partners.

There are currently four School district partners with United Way and Youth Venture. North Middlesex Regional High School and Fitchburg Public Schools have joined Leominster Public Schools and Shirley Public Schools in the promotion of social entrepreneurship in today's youth. Within each new school a Champion was identified as well as a program administrator who serves as the liaison between Youth Venture and that site.

Champions continue to market Youth Venture/United Way within their local communities and are working to start workplace campaigns to help sustain the program independent of the United Way monies. Seven new teams were launched in the Leominster Public School system, one team was launched at North Middlesex High School, one team was launched in the Fitchburg Public School system and 3 new teams were launched in Shirley.

In May, the second annual celebration was held to honor all Youth Venture/United Way venture teams. Over 100 youth assembled to represent venture ideas to all in attendance and shared successes and how their team is doing.

Interested in learning more? Contact Carrie Graham or Lynn Landon at:

978-345-1577

First Call for Help

24-Hour Information & Referral Hotline

Translation services available in over 100 languages

FIRST CALL FOR HELP

“My mother is 86 years old and is having trouble remembering things...”

“I’m unemployed and behind with my bills...”

“I’m looking for a support group..”

“I found drugs in my daughter’s room...”

“My neighbors are having violent fights...”

“I need legal help...”

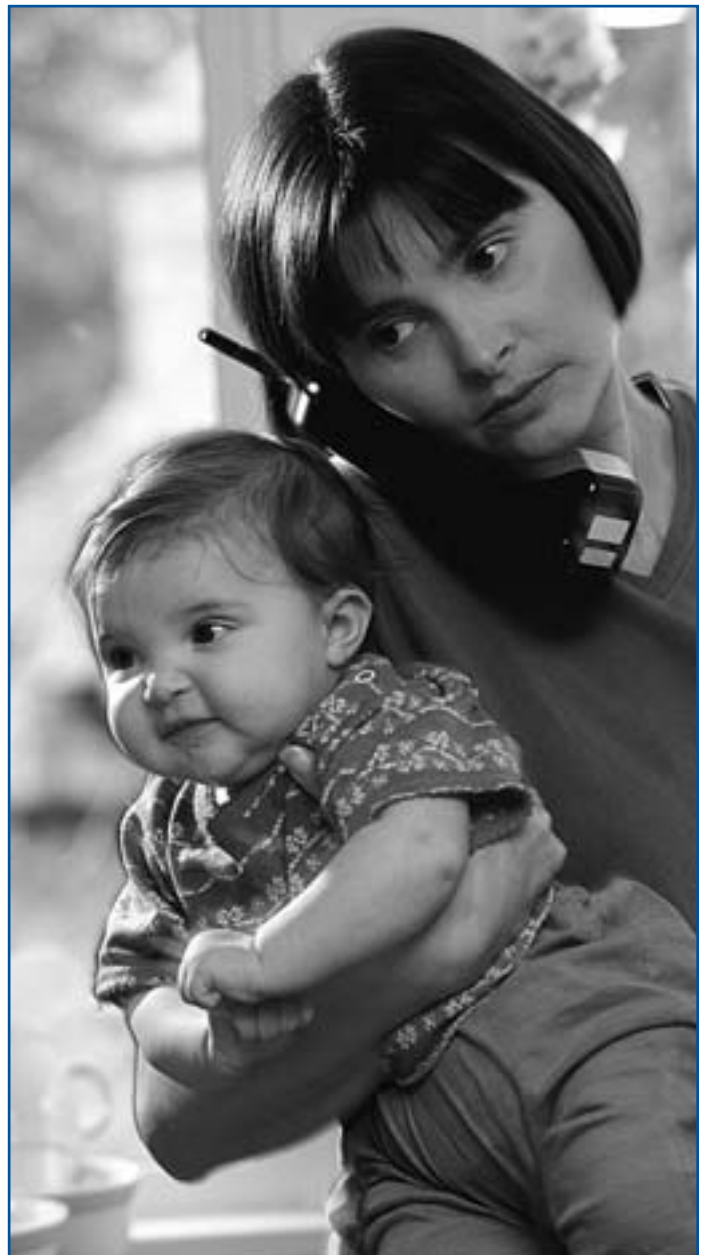
Problems — we all have them. And often in the midst of them, it’s hard to know where to turn for help.

Turn to us. First Call For Help is a free and confidential resource for information about where to find the right kind of help for nearly any problem. Our database of hundreds of human service organizations is carefully maintained to provide inquirers with accurate information and referrals, respectfully and courteously conveyed by our trained staff.

First Call For Help: We’re here to make sure that when you have a problem, finding help will be as easy as picking up your telephone.

1-800-551-2021

First Call For Help is helping people get the help they need. In 2003-04, 408 individuals from our region called looking for help. As a result of those calls, 845 referrals were made to local service providers.



Statement

of Financial Activities

**UNITED WAY OF NORTH CENTRAL MASSACHUSETTS
FOR THE YEAR ENDED JUNE 30, 2004 WITH COMPARATIVE TOTALS FOR 2003**



PUBLIC SUPPORT & REVENUE	2004	2003
Contributions	\$2,630,480	\$2,685,777
Less: Designations	(329,253)	(275,752)
Less: Uncollectible Amounts	(144,506)	(110,600)
Subtotal	<u>2,156,721</u>	<u>2,299,425</u>
Program Funding	36,790	—
Contributions, Other	1,333	139,115
Sponsorships	9,000	3,600
Service Fees	24,560	22,393
Special Events	(393)	(5,983)
Investment Income	19,039	21,389
Rental Income	10,710	—
Designations From Other United Ways	124,586	104,480
Gains/(Losses) on Sale of Investments	977	(1,766)
Grants	5,000	5,000
Miscellaneous	1,656	28,202
Donated Goods, Services, & Space	13,250	—
Net Assets Released From Restrictions	—	—
Unrealized Gains/(Losses)	<u>7,206</u>	<u>—</u>
Total Revenue	<u>2,410,434</u>	<u>2,615,855</u>
EXPENSES		
Program Services		
Gross Funds Awarded/Distributed	1,313,630	1,271,573
(Less Donor Designations)	(282,480)	(229,566)
Subtotal	<u>1,031,150</u>	<u>1,042,007</u>
Donor Advised Distributions	757,280	399,219
Program Services	235,062	141,832
Total Program Services	<u>2,023,492</u>	<u>1,583,058</u>
Supporting Services		
Organizational Administration	171,255	229,108
Fundraising	238,891	213,844
United Way of America Dues	24,300	17,496
Total Support Services	<u>434,446</u>	<u>460,448</u>
Total Expense	<u>2,457,939</u>	<u>2,043,506</u>
CHANGE IN NET ASSETS FROM OPERATIONS	(\$47,505)	\$572,349
Net Assets, Beginning of Year as Previously Reported	1,338,124	765,775
Adjustment for Overstatement of Prior Year Contributions	(40,043)	—
Balance at Beginning of Year, as Restated	\$1,298,081	—
Net Assets, End of Year	<u>\$1,250,576</u>	<u>\$1,338,124</u>

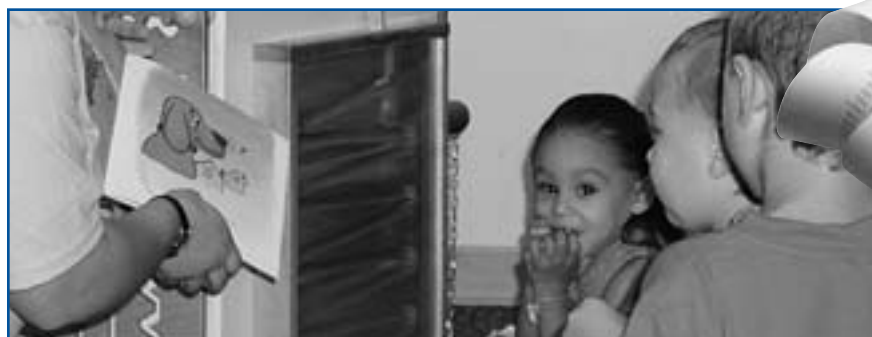
Statement of Financial Position

UNITED WAY OF NORTH CENTRAL MASSACHUSETTS STATEMENT OF FINANCIAL POSITION FOR THE YEAR ENDED JUNE 30, 2004 WITH COMPARATIVE TOTALS FOR 2003

ASSETS	2004	2003
Cash	\$664,916	\$721,900
Short-term Investments	75,000	—
Accounts Receivable	50,244	24,234
Interest Receivable	27,469	16,299
Pledges Receivable	1,368,344	1,353,730
Prepaid Expenses	10,379	12,929
Inventory	16,529	17,471
Insurance Receivable	29,119	26,210
Long-term Investments	222,819	290,849
Plant & Equipment, Net	73,533	87,700
Total Assets	2,538,351	2,551,322
LIABILITIES & NET ASSETS		
Accounts Payable & Accrued Expenses	31,258	69,928
Allocations Payable	1,071,442	1,003,642
Designations Payable	185,075	179,671
Total Liabilities	1,287,775	1,253,241
NET ASSETS		
Unrestricted Net Assets	295,069	378,764
Board Restricted	101,956	—
Temporarily Restricted Net Assets	851,551	917,317
Permanently Restricted Net Assets	2,000	2,000
Total Net Assets	1,250,576	1,298,081
Total Liabilities & Net Assets	\$2,538,351	\$2,551,322

*Audited in accordance with generally accepted auditing standards by:
Marina M. Raheer, CPA, September 9, 2004*

*Financial Statements have been reformatted for presentation purposes.
A complete audit report is available upon request.*



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2003-2004

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Kim McDonald
McDonald Real Estate

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Campaign Director

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Community Investment Director

Jeff Wallace
Finance Director

Nancy Daigle
Office Manager

Lisa Cormier
Sr. Administrative Assistant

Kathy Heintz
Sr. Administrative Assistant

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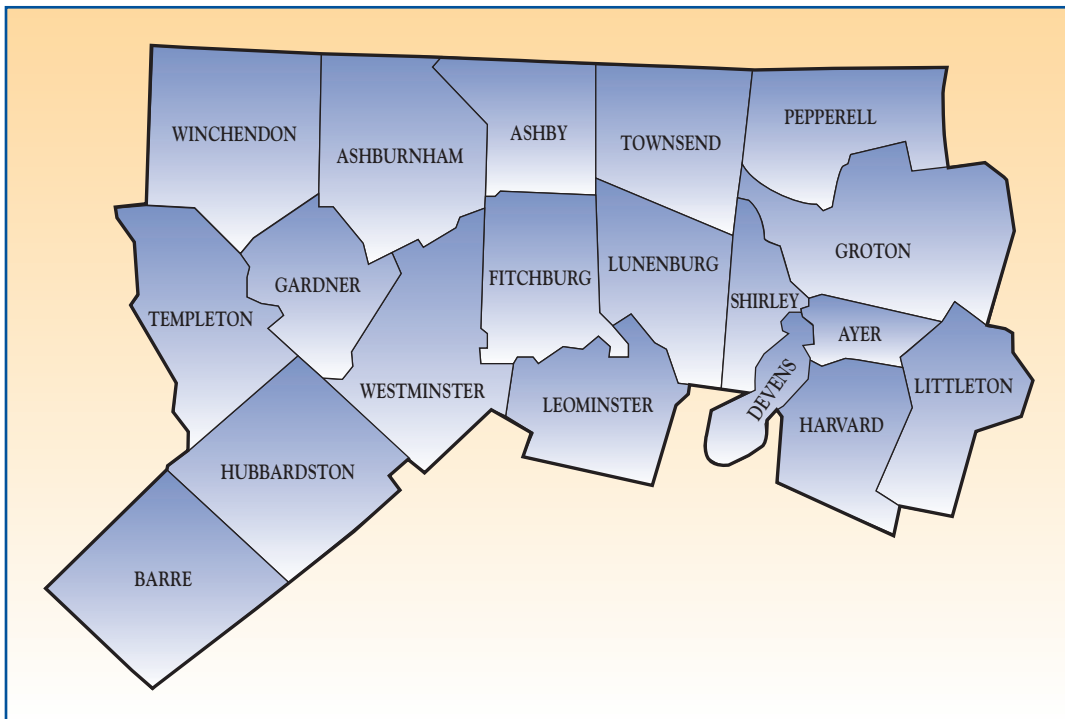
Judy Collette

Pauline Johnson

Beverly Maranda



UNITED WAY OF NORTH CENTRAL MASSACHUSETTS SERVICE AREA



United Way of
North Central Massachusetts

285 JOHN FITCH HIGHWAY, FITCHBURG, MA 01420

PHONE: (978) 345-1577 • PHONE: (978) 630-1126 • FAX: (978) 345-7683

FIRST CALL FOR HELP: 800-551-2021 • EMAIL: UWNCM@UWNCM.ORG • WEBSITE: WWW.UWNCM.ORG