



FY2018

FIFTY YEARS FORWARD
PENQUIS
Helping Today • Building Tomorrow



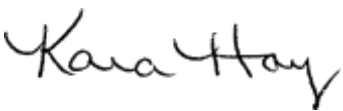
Dear Community Members:

Penquis celebrated its 51st anniversary this year. Our journey “Fifty Years Forward” has barely begun, but there is already much to celebrate:

- Penquis was recognized both locally and nationally, named the 2018 Non-Profit of the Year by the Bangor Region Chamber of Commerce and 2018 Rural Community Transportation System of the Year by the Community Transportation Association of America. We are honored to have been selected and proud of our talented and dedicated staff who made these awards possible.
- Under a management agreement, Penquis provided administrative and fiscal leadership to the Charlotte White Center and explored ways to strengthen and expand resources for individuals and the community. By working together, the two organizations have created a stronger, more coordinated network of services.
- Penquis made numerous improvements to its infrastructure, including a user- and mobile-friendly website, technology upgrades, and a new street-level office space for its subsidiary MaineStream Finance. These projects have increased our capacity and improved access to services.
- Penquis maintained its “exemplary” rating from NeighborWorks® America. To qualify for exemplary status, NeighborWorks network members must exceed performance standards in the following areas: production and program services, resource and financial management, and organizational management and board governance.
- 2018 launched the Community Investors of Knox County, a group of community members with a collective interest in moving people out of poverty by addressing unmet needs in an immediate and tangible way. Penquis partnered with representatives from Area Interfaith Outreach Food Pantry, Knox County Community Health Coalition, Knox County Homeless Coalition, Mid-Coast Recovery Coalition, New Hope for Women, and United Midcoast Charities to bring this project to fruition.
- The Rock City Coffee Roasters and Cafe will continue to be a favorite destination for Rockland residents, thanks in part to the efforts of MaineStream Finance. MaineStream assisted in the creation of an employee cooperative, providing business counseling and microloans to employees interested in continuing the business after the owner’s retirement. The cooperative helped to keep this much loved business in the community while enabling 17 employees to become business owners.
- A successful Human Trafficking Panel was held, hosted by the Penquis Sex Trafficking Action & Response Team (START), a multi-disciplinary team that is comprised of representatives from local law enforcement, local first responders, local and federal representatives from the judicial system, Homeland Security, Rape Response Services, St. Joseph Healthcare, Hope Rising, Penobscot Nation, Partners for Peace, Shaw House, and the Maine Department of Health and Human Services.
- Penquis partnered with media, businesses, and caring community members and organizations on several fundraising drives over the year. More than 4,200 turkeys were distributed as a result of the turkey drives held in partnership with WABI-TV 5 and Town Square Media. Christmas is for Kids made the holidays brighter for 1,065 children, thanks to assistance from Blueberry Broadcasting, Sutherland Weston, and our partnering nonprofit organizations. We’ve Got Your Back provided backpacks and school supplies to 1,500 children, thanks to the support of the Brewer Eagles Club, Hollywood Casino, Katahdin Trust, and many other businesses and individuals.

- Penquis received funding from the Maine Department of Transportation to provide essential transportation services, enabling individuals with chronic illnesses, individuals with disabilities, and veterans who are low-income and living in rural areas of Penobscot and Piscataquis counties to receive rides to medical care and other community resources. In addition, Penquis received a two-year \$50,000 grant from the Maine Cancer Foundation to provide transportation to cancer treatment and support services.
- The Molina Foundation provided nearly 7,500 books over the year to support literacy for children and youth. The books were distributed to families to encourage recreational reading, sharing stories, and learning all year long.
- Community gardens are being developed at a Penquis Child Development Center, Penquis Journey House, and several multi-family properties with funding received from the Wells Fargo Foundation, Wal-mart Foundation, and Jumpstart Our Youth.
- Penquis was honored to host the board of directors from Community Housing Capital (CHC), a national community development financial institution that aggregates loan capital to finance the creation and preservation of affordable housing. Each year the CHC Board selects only 1 of the 245 agencies in the NeighborWorks America network to visit. We appreciated the unique opportunity to meet with members of the CHC Board, to learn from one another, and to consider how best to have a positive impact on housing opportunities here in Maine and across the country.
- Penquis is collaborating with the Maine Department of Corrections and other community partners to provide support to individuals who have been incarcerated in state prison or county jail and are returning to community life in Penobscot County. Individuals receive case management services to address housing, employment, health care and other needs. A grant from the Penobscot Valley Health Association Fund of the Maine Community Foundation is supporting the pilot program.
- A grant from the Maine Department of Corrections is funding restorative justice services for youth in Penobscot and Piscataquis counties. Through a facilitated conference, youth offenders, victim(s) and community members meet face-to face to review what happened, who was affected, and what might be done to make things right.

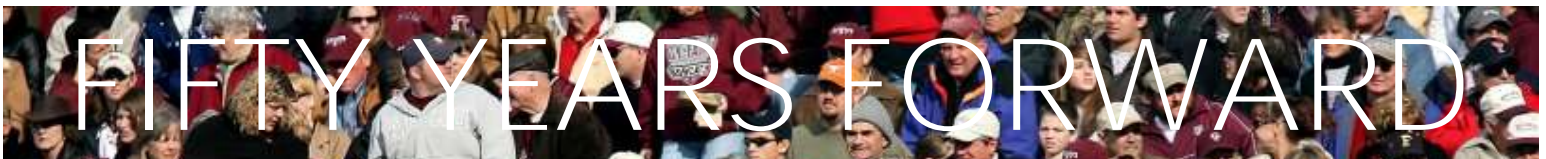
We are thankful for our board, steering, and advisory committee members, staff members, volunteers, funders, and community partners. With their help, there has been tremendous progress making economic security, affordable housing, reliable transportation, school readiness, and health and well-being attainable for our region's residents. There is much more work to be done, and we look forward to doing it together.



Kara Hay
President and Chief Executive Officer



Ann Higgins Matlack
Chair, Board of Directors



Our **mission** is to assist individuals and families in preventing, reducing, or eliminating poverty in their lives and, through partnerships, to engage the community in addressing economic and social needs.



ECONOMIC SECURITY

“I have so much more knowledge on my new business adventure and now business.”

Business Client

- 27 Individuals participated in the Family Development Account savings program, enabling them to purchase homes, start/expand businesses, and pursue post-secondary education
- 45 Individuals received financial coaching to help them plan and reach their financial goals
- 525 Individuals participated in educational sessions to learn to make sound home purchasing decisions
- 53 Families received foreclosure intervention counseling
- 9 Families received financing to purchase or retain homes
- 302 Individuals learned how to start and/or expand a business
- 20 Entrepreneurs received loans to start or grow their businesses



AFFORDABLE HOUSING

- 254 Affordable housing units provided homes for families
- 9,421 Households received help keeping their homes warm in winter
- 299 Homes received central heating improvements
- 44 Homes received repair assistance
- 50 Above ground storage tanks were replaced
- 5 Families received home repair and down payment assistance loans
- 1 Substandard home was replaced
- 283 Housing units were inspected for lead poisoning hazards
- 91 Homes were weatherized to be more energy efficient
- 5,926 Households received electricity discounts

“I cannot express the feeling of security and safety I now have because of you!”

Housing Client

Our **vision** is for a poverty-free Maine, where all people lead healthy lives full of opportunities to work and learn.



RELIABLE TRANSPORTATION

“Thank you for what you do to serve the community. Don’t know where we’d be without you.”

Transportation Client

- 12,263,940 Miles were traveled to get people to their destinations
- 15,399 Bus passes and tickets were issued
- 100,415 Taxi trips helped to meet transit needs
- 227 Volunteer drivers covered 8,507,792 miles

More than **12.2 million miles** were traveled, a distance equal to **25 trips** to the moon and back.



HEALTHY LIVES

- 73 Families with children on the autism spectrum received support
- 90 Individuals received daily living support to remain independent
- 58 Youth received support to prevent homelessness
- 65 Individuals received comprehensive case management services
- 231 Families received supervised visitation services
- 50 Individuals were assisted with family law matters
- 180 Victims of interpersonal violence received legal assistance to increase safety
- 71,973 Hours of volunteer service were provided by 186 older adults
- 96 Families received services through the Children’s Advocacy Center in response to suspected cases of child sexual abuse
- 3,427 K-12 youth received education from Rape Response Services to help prevent sexual violence

“I needed help getting full custody of my son but had no way to hire a lawyer. So grateful this service is available.”

Law Project Client

Our goal is for all Maine residents to be safe, stable, connected, and economically secure.

SCHOOL READINESS

- 592 Children received quality care and early education to prepare them to enter kindergarten and allow their parents time to work or pursue an education
- 94 Providers received reimbursement for food expenses to lessen the cost of serving healthy meals
- 298 Parents of young children received parenting information and support

“Everyone at the center makes every effort to make every child and family feel safe, welcomed, and special. I love this center, my family loves this center.”

Child Development parent



Children meeting or exceeding widely held expectations for learning increased from

44% to 85%
in Mathematics

56% to 87%
in Literacy

fall 2017 to spring 2018



Children ages 0-3 up-to-date on all possible immunizations

99.3%

Children ages 3-5 up-to-date on a schedule of preventative and primary health care



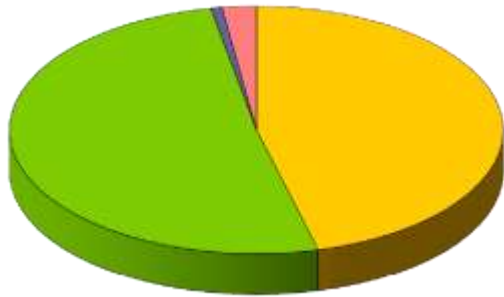
92.5%

FY18 Highlights



SUPPORT & REVENUE

Federal & State Grants	\$ 19,503,236
Program Income & Fees	21,651,368
Other Revenue	306,320
In-Kind Contributions	950,495
	\$42,411,419



Penquis gratefully acknowledges the following major funding sources for 2017-18 and the many individuals, businesses, foundations, and civic, faith-based, and community organizations that make this work possible.

- Aroostook Community Action Program
- Aroostook Mental Health Services
- Aroostook Regional Transportation System
- Brewer School District
- Child Development Services
- City of Bangor
- City of Rockland
- Corporation for National and Community Service
- East Millinocket School Department
- Eastern Area Agency on Aging
- Kennebec Valley Community Action Program
- Maine Children's Trust
- Maine Coalition Against Sexual Assault
- Maine Department of Transportation
- Maine Housing
- Maine State Housing Authority
- Maine Veterans of Foreign War
- Medway School Department
- Milo School Department
- NeighborWorks America
- Penobscot Community Health Care
- Regional School Unit 13
- Regional School Unit 19 Newport
- State of Maine Department of Economic and Community Development
- State of Maine Department of Environmental Protection
- State of Maine Department of Health and Human Services
- State of Maine Department of Professional and Financial Regulation, Bureau of Consumer Protection
- State of Maine Department of Transportation
- The Housing Foundation
- U.S. Department of Agriculture
- U.S. Department of Education
- U.S. Department of Energy
- U.S. Department of Health and Human Services
- U.S. Department of Housing and Urban Development
- U.S. Department of Justice
- U.S. Department of Treasury
- U.S. Small Business Administration
- United Way of Eastern Maine
- U.S. Small Business Administration
- USDA Rural Development

EXPENDITURES

Family Enrichment	\$ 5,524,775
Child Development	8,110,605
Housing & Energy Services	4,339,231
Housing Development	505,964
Lynx Mobility Services	2,649,691
Transportation Brokerage	15,541,617
Other Services	2,748,344
Board Designated	639,457
Fund Raising	19,127
Management & General	2,332,608
	\$42,411,419





2017-18 Board of Directors

Ann Matlack, Chair
 Sarah Dubay, Vice Chair
 Geneva Libby, Secretary
 Danielle Hewes
 Bruce Hodsdon
 Mark Leonard
 Anette Moulton
 Julie Patchell
 Laura Pelletier
 Mary Prybylo
 Connie Putnam
 Laura Sanborn
 Representative Stephen Stanley
 W. Gregory Swett
 Dan Tremble



2017-18 Executive Leadership

Kara Hay
President and Chief Executive Officer

Denice Conary
Chief Financial Officer

Heidi LeBlanc
Chief Operating Officer

Field Glover
Chief Administrative Officer

Jason Bird
Director of Housing Development

Rebecca Dinces
Regional Manager

Priscilla Dorman
Compliance Director

Janeen Feero
Development Director

Jennifer Giosia
Director of Housing & Energy Services

Mary Lynn Hersey
Director of Child Development

Marcia Larkin
Director of Lynx Mobility Services

Tamar Mathieu
Director of Family Enrichment Services

Steven Richard
Director of Transportation Brokerage



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