

# York County Community Action Corporation

ANNUAL REPORT 2014



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# LEADERSHIP MESSAGE

We are pleased to present for your review the 2014 York County Community Action Corporation Annual Report. Please take a few minutes to look over the summary of programs and services available to assist low-income York County residents with needs ranging from housing and transportation, to early childhood education, foreclosure prevention, and quality health care.

The idea of Community Action was born of necessity. When President Johnson signed into law the Economic Opportunity Act of 1964, which provided also for the creation of Volunteers in Service to America (VISTA), Job Corps, Upward Bound, Head Start, Legal Services, and Neighborhood Youth Corps, it gave birth to a host of programs with a focus on *“opening, to everyone, the opportunity for education and training, the opportunity to work, and the opportunity to live in decency and dignity.”* Community Action Programs help members of the community access the services they need on the community level, with the ultimate goal of guiding its members to independence and sustainability.

York County Community Action Corporation has delivered on that promise for nearly half a century. As we begin 2015—the year of our 50th anniversary—we look back with pride at the many ways in which we have provided the opportunities for individuals and families to overcome barriers, make positive life changes, and learn to become, and remain, self-sufficient. We also look forward—to a brighter, more prosperous and secure future for all York County residents.



Claudette Dupee  
Board President



Barbara Crider  
Executive Director



# Board of Directors

Claudette Dupee	President
Donna Finneran	Vice President
James Amendolara	Treasurer
Don Burns	Secretary

Lisa Carter  
Grady Collins  
David Dionne  
Betsy Kelly  
Jane McCabe  
Patrick McLaughlin  
Joann Nass  
Isabelle Palin  
Jenny Penney  
Nancy Phythyon  
Geoff Titherington  
Joe Wagner  
Pamela Williams  
David Wright

# Program Directors

Martin Sabol	Health Services
Betty Graffam	Children’s Services
Deborah Downs	Community Outreach & Energy Services
Connie Garber	Transportation
Jennifer Gordon	Housing
Jennifer Quimby	WIC



# Administrative Staff

Barbara Crider	Executive Director
Diane Laurendeau	Chief Financial Officer
Jami Kelly	Human Resource Director
Brad Bohon	Community Relations Director
Rebekah Hayes	Director of Strategic Planning & Program Development
Terrence McCarthy	Chief Information Officer
John Blanchard	Operations Manager
Jeannine Nobert	Administrative Assistant/Benefits Coordinator



# Our Mission

The mission of York County Community Action Corporation is to alleviate the effects of poverty, attack its underlying causes, and to promote the dignity and self-sufficiency of the people of York County, Maine.

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# Children's Services

York County Head Start promotes school readiness for children ages 3 to 5 years by giving them the classroom experience and confidence to excel in kindergarten and beyond. Head Start provides comprehensive services to enrolled children and their families, which include health, nutrition, social, and other services determined to be necessary by family needs assessments, in addition to education and cognitive development services. Head Start emphasizes the role of parents as their child's first and most important teacher.

Early Head Start provides early, continuous, intensive, and comprehensive child development and family support services to low-income infants and toddlers (age 0 to 3 years) and their families, and pregnant women.



## HOUSEHOLDS SERVED IN 2014

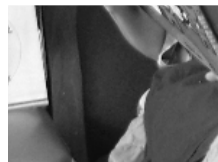
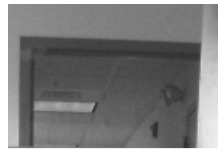
Families served	289
Home visits provided	2,432
Volunteer hours	7,182
Meals & snacks served	42,931

*“Head Start generates long-term improvements in important outcomes such as schooling attainment, earnings, and crime reduction.”*

~The National Bureau of Economic Research

# Women, Infants & Children

The Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) provides low-income pregnant women, postpartum mothers, infants, and children up to age 5 with select foods, nutrition education, and health care and government service referrals. WIC helps ensure that those most at risk of not receiving adequate nutrition get assistance at a critical time in their development. Early intervention aims to improve the health of participants and prevent later health problems.



## HOUSEHOLDS SERVED IN 2014

Families served	4,089
Books distributed	12,484
Food vouchers distributed	\$2,082,452
WIC graduates in 2013	443

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*WIC saves lives and improves the health of nutritionally at-risk women, infants and children. The results of studies conducted by FNS and other non-government entities prove that WIC is one of the nation's most successful and cost-effective nutrition intervention programs.*

~ United States Department of Agriculture Food and Nutrition Program

# Energy Services

YCCAC’s Energy Services program administers the Low Income Home Energy Assistance Program (LIHEAP) for Maine State Housing Authority (MSHA). LIHEAP provides money to eligible homeowners and renters to help pay heating costs; in most cases, the funds are distributed directly to the fuel vendors. The program is not intended to pay all heating costs, but to assist in paying heating bills. Other Energy Services programs include the Energy Crisis Intervention Program (ECIP) and the Low Income Assistance Program (LIAP).



## HOUSEHOLDS SERVED IN 2014

Eligible LIHEAP applications	3,531
Payment for heating fuel	\$2,553,874
Emergency Crisis Intervention	\$174,484
Average household benefit	\$723

*LIHEAP is an effective tool for helping households better manage the financial pressures of unaffordable home energy costs, through assistance in paying bills as well as making their homes and heating systems safer and more efficient.*

~ American Council for an Energy-Efficient Economy

# Weatherization

The Weatherization Assistance Program (WAP) enables low-income families to permanently reduce their energy bills by making their homes more energy efficient. Funds are used to improve the energy performance of dwellings using the most advanced technologies available in the housing industry. Common weatherization measures include: caulking and weather stripping around doors and windows; installing attic, wall, and floor insulation; and wrapping water heaters and pipes with insulating material.



## SERVICES DELIVERED IN 2014

Houses weatherized	30
Central Heating Improvement Program	151
Heat pumps installed	23
Oil tank replacement	17

*For a family struggling to make ends meet, weatherization services can help them reduce their energy consumption by up to 35 percent—saving them more than \$400 on their heating and cooling bills in the first year alone.*

~ Center for American Progress

# Housing Services

Shelter is a basic need for every family. York County Community Action's Housing program recognizes that inadequate or substandard housing affects the health and well-being of a family, and also the ability of children to learn and to grow. Our aim is to provide York County residents with the tools and resources they need to acquire or maintain safe and affordable housing—to have a place they call “home.”



## HOUSEHOLDS SERVED IN 2014

Consumers/families served	1,323
Homebuyer Education	148
Default/foreclosure counseling	510
Homes saved from foreclosure	111

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*Studies have found that pre-purchase counseling leads to positive results, reducing mortgage delinquency anywhere from 19 to 50 percent. Research in 2001 found that face-to-face counseling was most effective, resulting in a 34 percent reduction in delinquency for participating homeowners.*

~ The Center for Housing Policy

# Transportation

The Transportation Program's primary purpose is to promote self-sufficiency by providing York County residents with a means to get to work and/or services and resources which otherwise would not be accessible. Services are provided throughout York County, with reduced fares or free service available to eligible individuals. Providing safe, reliable, and affordable transportation options to York County residents helps reduce traffic congestion, road risk, environmental impact, and consumer costs.



## SERVICES DELIVERED IN 2014

Volunteer miles driven	874,668
Bus passenger miles driven	213,160
Shoreline Explorer riders	87,135
Riders (unduplicated)	1,816

*Public transportation provides personal mobility and freedom for people from every walk of life. Access to public transportation gives people transportation options to get to work, go to school, visit friends, or go to a doctor's office.*

~ American Public Transportation Association

# Community Outreach

York County’s Community Outreach program connects those in need with those who can help through financial assistance, referrals, and education. Community Outreach can provide information and referral, advocacy, and emergency assistance for shelter, utilities, heat, or food. Outreach staff can also help with long-term goals like establishing or repairing personal credit, managing a budget, and building assets.



## HOUSEHOLDS SERVED IN 2014

Community Outreach	1,252
Emergency Financial Assistance	413
Legal Advocacy	1,048
Tax Preparation	262

*272 York County residents received assistance with tax returns in 2014, resulting in refunds totaling \$865,794, of which \$426,707 was Earned Income Tax Credit (EITC). The average earned-income tax credit was \$2,384.*

# Nasson Health Care

Nasson Health Care provides primary medical, dental and behavioral health care to residents of York County and neighboring communities. We offer preventive care as well as treatment for acute and chronic problems. We also offer patient education, care management and referrals to services such as specialty care and transportation. Our integrated approach assures that health center patients have prompt access to our full range of services as needs arise.



## HOUSEHOLDS SERVED IN 2014

Encounters	13,462
Patients	2,751
Households	1,914

*Care received at community health centers is ranked among the most cost-effective. Community health centers' lower cost of care produces \$24 billion in annual health system savings. This includes \$6.7 billion in savings for the federal share of the Medicaid program, and is driven by lower utilization of costly specialty care, emergency departments, and hospitals.*

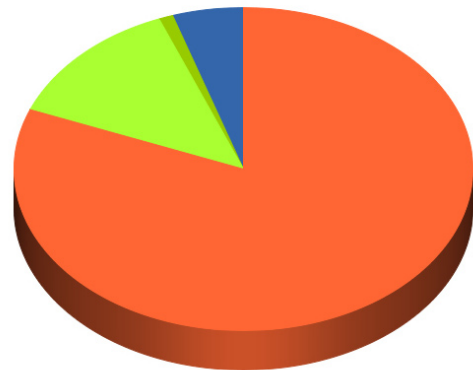
~ National Association of Community Health Centers

# FINANCIAL SUMMARY

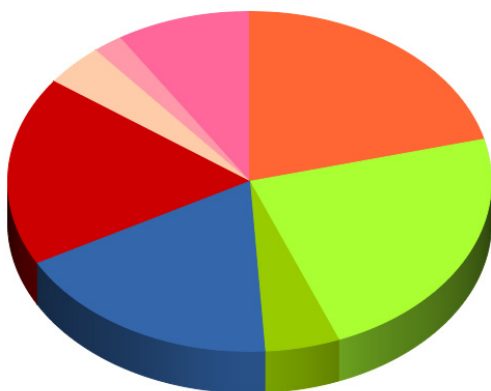
for the fiscal year ended October 31, 2014

## Sources of Funds

Federal and State Grants	\$12,300,646
Program Income and Fees	\$ 2,044,349
Other Revenues	\$ 66,017
In Kind Contributions	\$ 775,943
 Total Revenue	 \$15,186,955



## Expenditures



Transportation Services	\$3,265,177
Head Start & Children's Services	\$3,353,694
Energy & Weatherization Programs	\$ 811,311*
WIC Program	\$2,704,580
Health Programs	\$2,788,246
Community Services	\$ 642,272
Housing Program	\$ 247,899
Management & Facilities	\$1,373,776

Total Revenue \$15,186,955

\* Energy Assistance operating costs. LIHEAP payments to vendors totaled \$2,728,358.

# YCCAC LOCATIONS

## SANFORD

6 Spruce Street, P.O. Box 72  
Sanford, ME 04073  
207 324-5762  
1 800 965-5762 TOLL FREE  
490-5026 FAX  
490-1078 TTY



## BIDDEFORD

15 York Street  
Building 9, Suite #2  
Biddeford, ME 04005  
207 283-2402  
207 283-2410 FAX  
490-1078 TTY



## KITTERY

120 Rogers Road  
East Wing A102  
Kittery, ME 03904  
207 439-2699  
207 439-1973 FAX



## NASSON HEALTH CARE

15 Oak Street  
Springvale, ME 04083  
207 490-6900  
207 324-0546 FAX



[WWW.YCCAC.ORG](http://WWW.YCCAC.ORG)

