



York County Community Action Corporation

ANNUAL REPORT 2016



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A Message from our Executive Director and Board President

Dear Friends,

We are pleased to present for your review the 2016 York County Community Action Corporation Annual Report. We hope that you will take a few minutes to look through it and read about our programs and services, and also take note of the tremendous impact our agency has on our clients and our community.

This year, rather than list each YCCAC program separately, we have combined programs under headings that, we believe, help to identify who and how and where they impact, and the positive outcomes they achieve.

The first category, **Health**, includes not only our Federally Qualified Health Center, Nasson Health Care, but also WIC, Energy Services and Weatherization. Listed under **Financial Wellness** are the programs housed in the Economic Opportunity Department (Community Outreach, York County CA\$H, Thriving in Place, Access to Justice, A Place for Us, and Housing Services), along with Transportation Services. And the **Supportive Family** heading hosts Head Start, Early Head Start, and our exciting new campaign for an Intergenerational Learning Center, which we hope to open in 2018.

Every year carries with it a measure of challenges and opportunities. 2016 was no different. But through hard work and dedication to our agency's Mission, the staff, volunteers and Board of Directors of York County Community Action Corporation can look back over the past year with pride. Much was accomplished during those twelve months. And we can look forward, to 2017 and beyond, and know that our work will continue to move us closer to our goal of eliminating the causes and conditions of poverty in York County, Maine.

Sincerely,



Claudette Dupee
Board President



Barbara Crider
Executive Director

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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.

HEALTH

The benefits of health are incalculable. Good health supports the stability of a family, the strength of a neighborhood, and the capacity of a community. It allows for full participation in society, from work and play to interaction with others. And it opens opportunities for growth, social mobility, and personal fulfillment.

York County Community Action Corporation is dedicated to promoting the health and well-being of the York County community by providing programs that influence wellness and health.



Nasson Health Care, YCCAC's Health Services program, provides comprehensive primary medical care, dental care, and behavioral health services to York County residents regardless of insurance or ability to pay. The program offers its services in an integrated fashion, so that patients/clients have access to all three disciplines in one location.

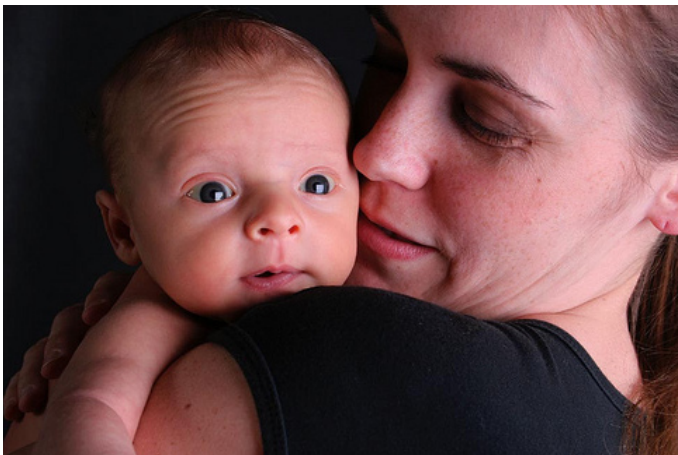
"Each discipline uses the same information system, so doctors, nurses, behavioral health clinicians and dental professionals have a complete list of a patient's medications, allergies and immunizations," said Martin Sabol, Nasson Health Services Director.

The collaborative relationship between health care professionals makes for a much more convenient option for patients who may need to have medical, dental or behavioral services performed. It is not, however, required that patients get all their medical needs met through Nasson Health Care.

"Once they are comfortable coming to one place, it becomes a home to them," said Robert Grace, Nasson Health Care's Dental Director.

Nasson Health Care is located in Springvale, and operates satellite locations in Alfred, the student health center at Noble High School in North Berwick and at Maine Behavioral Healthcare facilities in Springvale and Biddeford. In 2015/16, Nasson Health Care provided health services to 3,530 unduplicated individuals.

The York County WIC program is specifically designed to help safeguard the health of infants, children, and unborn children. WIC nutritionists work with the parent and expectant parent to make sure they have access to nutritious foods, breastfeeding counseling and support, and, if needed, breastfeeding equipment. WIC provides health screenings for expectant mothers and infants, and makes healthcare referrals when necessary.



When a prenatal or postpartum mother enrolls in WIC, she meets with a certified nutrition counselor. The nutritionist will talk with the client about her eating habits, and from that information will discuss ways to improve the woman's nutrition health and the health of her children, or unborn child. The WIC counselor will also provide the parents/guardian or expectant mother with guidelines for feeding her newborn or young children, and will encourage the client to ask questions about nutrition and healthy eating habits.

“Our program helps by improving the health of at-risk low-income women, infants and children,” said Jennifer Quimby, WIC program director. “And WIC services are provided at no cost to the client.”

WIC clients meet with a nutrition counselor every 3 months during the woman's pregnancy and for the child's first 12 months after birth. At each appointment, WIC clients receive food vouchers for a 3 month period. They also have access to one-on-one nutrition counseling, breastfeeding support and counseling, and referrals to health care and other programs.

WIC provides services to pregnant woman and children up to the age of 5.

WIC nutrition counselors will talk with parents about how alcohol, tobacco and drugs can harm a baby and affect everyone in the family. The emphasis is always on safety and care—care for the expectant parent, the new parent, the unborn child and the infant: care for the health and wellbeing of the entire family.

“Infant mortality is preventable,” Quimby said. “We have programs in Maine to help protect women, infants and children, and they work.

“All parents want their children to be born healthy and strong. All parents want their children to be safe and to have nutritious foods for them to eat. All parents want their children to succeed; they want to give them every opportunity to be the best people they can,” Quimby said.

“WIC can help them achieve their dreams.”

In 2016, York County WIC provided services to 3,477 families. There are WIC clinic sites in Sanford, Biddeford, Kittery, Limerick, Buxton, and South Berwick.

Good health is dependent on safety factors, including access to nutritious foods, secure and adequate shelter, and sufficient heat. The risk of hypothermia to infants, children and the elderly, especially in low-income households where heat may not be sufficient, can be acute. The exposure to cold for a prolonged period is the primary cause of hypothermia. And hypothermia is potentially life-threatening, a condition requiring emergency medical attention.



The YCCAC Energy Services program administers LIHEAP (the Low Income Home Energy Assistance Program), for Maine State Housing. The federal Department of Health and Human Services oversees LIHEAP. 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.

Energy Services also administers ECIP — the Energy Crisis Intervention Program. ECIP provides emergency financial assistance for home heating or for utility disconnects if the household’s heating system requires electricity to function.

In 2016, YCCAC's Energy Services program provided LIHEAP benefits to 2,780 York County households. The total for Emergency Crisis Intervention was \$113,250. The average household benefit was \$538.

The Maine State Housing Authority operates the Weatherization and Central Heating Improvement Programs (CHIP), to finance energy related repairs for low income homeowners and renters. In York County, the programs are run through York County Community Action Corporation. The Weatherization program finances improvements that increase the energy efficiency of the home - such things as insulation, weather-stripping, and in some cases safety related repairs or more general improvements.



The connection between health and housing seems clear: we spend most of our time inside our homes, and our surroundings have a great influence on our well-being. What may be less obvious is the connection between health and the home's energy efficiency. Preventable medical bills, rising energy costs, and wages lost due to illness impact family budgets; thousands of York County households have moderate to severe physical housing problems, placing them at increased risk for illness and injury. On top of that, low-income households are disproportionately affected by high energy bills; these households spend 14% of

their income on energy costs, compared with 3.5% for all other households. The lowest of low-income households spend far more than that.

Weatherization crews are required to look for health and safety measures to ensure the safety of their clients. Furnaces and stoves are tested for gas leaks or carbon monoxide in the home and crews install mechanical ventilation to ensure adequate indoor air quality. They also make electrical repairs prior to insulation, convert incandescent lighting to CFLs or LEDs, and install smoke and carbon monoxide alarms. They test for lead poisoning (lead-based paint), which is typically associated with homes pre-dating 1978, taking extreme precautions if lead is found on site to prevent dust from being inhaled by anyone. Moreover, crews have all been trained to look out for scenarios where high moisture could lead to mold. The benefits that come from health and safety are part of a whole house weatherization approach.

In 2016, York County's Weatherization Services provided 384 homes, covering all 29 of the county's towns and cities, with energy conservation improvements. These energy-saving upgrades included attic insulation and venting, crawl-space insulation and venting, window replacement and repair, sidewall insulation, weather-stripping/caulking, insulating heat ducts, wrapping pipes, furnace repair, and other draft reduction measures.

FINANCIAL WELLNESS

Financial well-being consists of more than just having a steady job that pays enough to cover the bills and put away savings each month, according to the Consumer Financial Protection Bureau. That is why YCCAC promotes asset building as a means to financial well-being.

When people talk about their financial well-being, four main elements come to light:

- Feeling in control of their finances
- Having capacity to absorb a financial shock, like a car accident or getting laid off from work
- Staying on track to meet financial goals — moving toward financial freedom for the future
- Having flexibility to make choices — financial freedom in the present

York County Community Action offers services across all departments to meet these four elements of financial well-being. Integration of services is central to helping families achieve financial well-being due to the inter-related challenges that are faced while obtaining assets. Families searching for employment may also have medical needs, transportation needs, child care needs, or more. Our integrated efforts provide a client-centered holistic approach to helping families achieve financial well-being.



One department strongly focused on financial wellness is the Economic Opportunity Department. Economic Opportunity programs include Community Outreach, Access to Justice (legal advocacy), A Place for Us (which combines affordable, transitional housing opportunities with ongoing case management and budget management/counseling), Home Ownership Services (including foreclosure prevention and homebuyer education), and York County CA\$H (Creating Assets, Savings & Hope), which includes free tax preparation, financial coaching, and matched savings programs.

2016 brought many successes in the area of financial well-being, including:

- 411 York County families received a total of \$714,090 in refunds through free tax preparation services.
- 8 families were saved from potential homelessness through our supportive housing program known as *A Place for Us*, with one family achieving homeownership after participation.
- 456 people attended homebuyer education classes, with 106 of them purchasing homes in 2016.
- 237 clients received foreclosure prevention counseling and 168 of those clients successfully maintained the ownership of their home.
- 13 families participated in our Family Development Account, matched savings program, and two purchased homes in 2016 with the matched funds.
- 29 individuals received case management services resulting in employment to increase income.



Homeownership Education classes are held each month at the YCCAC office complex in Sanford, or at a convenient location in Biddeford or Saco. The 10-hour class provides clear, accurate information about homeownership, and prepares individuals and families for the steps in the home-buying process. Participants earn a Certificate of Completion, which is required by ME Housing, USDA Rural Development and other lenders who offer low down-payment mortgage options. There is a registration fee of \$30 per person or \$50 per couple for the course.

In 2016, 348 completed the Homeownership Education in person, and 108 completed the class online

(through the eHome America Online Homebuyer Education course)—the highest number since before the Great Recession of 2008!

Other housing services available through the Economic Opportunity Department are pre-and post-purchase counseling, and foreclosure prevention counseling.



YCCAC's HUD-certified Housing Counselors assist interested homebuyers move through the home-buying process with knowledge and ease. The Housing Counselor can help with determining mortgage loan options, improving credit scores, developing a spending and saving plan, and informing about predatory lending practices. For home-owners, the Counselors can help develop a household spending plan, establish a savings (or "rainy day") fund, and recognize the early warning signs of foreclosure.

YCCAC Housing Counselors offer free counseling services to help clients avoid foreclosure, or to achieve the most positive financial out-

come if foreclosure is unavoidable. Our Counselors, above all, will provide clients with options, regardless of their housing situation and the contributing factors. All counseling sessions are free of charge and completely confidential.

In 2016, YCCAC Housing Counselors provided services to 237 new clients. Of these, 168 were successful in foreclosure proceedings, either saving their homes through mortgage modification, refinancing, sale, or making current their mortgages.

Transportation shapes our lives and connects our communities. Transportation also directly affects our health, safety, and financial well-being.

Getting people where they need to go is critical to the health and vitality of any community. And the benefits of transportation options is cross-generational: young people have more options to get to school, families can take public transit to social outings, and workers of all ages can easily



commute to their jobs.

YCCAC offers a range of transportation options, all of which are open to the general public and equipped for people with disabilities. These include both public transportation and contracted/special service transport.

- Sanford Transit offers year-round in-town service from Springvale to South Sanford. Hop on the bus at designated stops.
- The WAVE provides year-round service between Sanford and Biddeford and Sanford and Wells.
- The Shoreline Explorer provides seasonal trolley and shuttle service along the coast, connecting York to Kennebunk. There are designated stops along the route.
- The Orange Line, an all-season trolley, provides year round service between Sanford and Wells, with designated stops.

The Transportation program also has approximately 30 volunteer drivers who transport York County residents with needs that cannot be met by other program options. These drivers provide transport

for non-emergency medical appointments, children and families under DHHS Child Protection Services and/or Foster Care Case Services, and children with special needs, with a Child Development Services Case Manager. Volunteer drivers also provide transport to York County residents with medical needs that cannot be served on YCCAC's Public Transportation Routes, including for cancer care.



In 2016, YCCAC buses travelled 420,800 miles, volunteer drivers covered 781,770 miles, and 1,240 unduplicated riders were served.

SUPPORTIVE FAMILY

Family is the single most important influence in a child's life. From their first moments of life, children depend on parents and family to protect them and provide for their needs. Parents and family form a child's first relationships. They are a child's first teachers and act as role models in how to act and how to experience the world around them.

By nurturing and teaching children during their early years, families play an important role in making sure children are ready to learn when they enter school. Children thrive when parents are able to actively promote their positive growth and development. Every parent knows that it's sometimes difficult to do this important work without help, support, and additional resources.



Research indicates that more than 85% of a child's brain network is wired in the first five years of life. The greatest opportunity to be a happy, productive, and self-sufficient individual is created within this small window of time.

York County Children's Services is comprised of Head Start and Early Head Start, with both center-based and home-based options, to provide parents/guardians, infants and children with the personal care, resources and knowledge needed so that all children are ready for success when they enter school.

York County Head Start is a federally-funded community-based program that promotes the school readiness of children from birth to age five from low-income families by enhancing their cognitive, social, and emotional development. Head Start provides a learning environment that supports children's growth in areas such as language, literacy, and social and emotional development. Head Start also offers family case management, disability services and support, connection to mental health services for children and families, and health screenings for children.



York County Head Start supports children's growth and development in a positive learning environment through a variety of services, which include:

- Early learning: Children's readiness for school and beyond is fostered through individualized learning experiences. Through relationships with adults, play, and planned and spontaneous instruction, children grow in many aspects of development. Children progress in social skills and emotional well-being, along with language and literacy learning and concept development.
- Health: Each child's perceptual, motor, and physical development is supported to permit them to fully explore and function in their environment. All children receive health and development screenings, nutritious meals, oral health and mental health support. Programs connect families with medical, dental, and mental health services to ensure that children are receiving the services they need.



- Family well-being: Parents and families are supported in achieving their own goals, such as housing stability, continued education, and financial security. Programs support and strengthen parent-child relationships and engage families around children's learning and development.

In 2015/16, there were 11 Head Start center-based sites, 14 classrooms, and 1 home-based option in York County. There were Head Start center-based sites in Biddeford (two locations), Buxton, Kittery, Lyman, North Berwick, Old

Orchard Beach, Saco, Sanford (three locations), and Waterboro. The Head Start home-based site is in Waterboro.

York County Head Start launched two new preschool collaborations with the Sanford School Department and RSU #23 (Old Orchard Beach) in 2016.

Head Start implemented more center-based options by reducing home-based visiting from 5 to 1. Head Start added one classroom for full-year service at the Spruce Street location, to accommodate families transitioning from Early Head Start Childcare. And three Head Start classrooms expanded service to 6 hours a day, 5 days a week, from 4 hours a day and 4 days a week.



York County Head Start served 79,800 meals and snacks in 2015/16, and tallied 4,739 hours of volunteer service. The Head Start Policy Council meets monthly. There are 14 members.

Early Head Start is a federally-funded community-based program for low-income families with infants and toddlers (ages 0 to 3), as well as pregnant women. The program provides prenatal education to promote healthy outcomes for pregnant women and educational services that enhance the development of infants and toddlers.

Comprehensive services provided by Early Head Start include:

- Quality early education both in and out of the home
- Parenting education
- Comprehensive health and mental health services, including services to women before, during and after pregnancy
- Nutrition education
- Family support services



In 2015/16, there were 34 children enrolled in York County Early Head Start and 24 in Early Head Start Childcare (full-day, year-round). There were two Early Head Start sites, with three classrooms, located in Sanford and Biddeford.

Two new Early Head Start Childcare—up to 10 hours a day, year-round—classrooms were opened at the Emery Street location in Sanford in 2016.

Honor the Past, Embrace the Present, and Nurture the Future

Based on growing needs, York County Community Action Corporation is seeking to open an Intergenerational Learning Center in Sanford that would combine high-quality child care and early intervention support with adult day services for seniors. Over the past decade, this unique approach to care has been gaining momentum across the country for its broad range of benefits to both seniors and children, including its effectiveness at addressing social determinants of health for seniors and its educational benefits for children. This center would be the first of its kind in Maine.



The creation of an Intergenerational Learning Center would serve as an innovative resource and activity hub, one that would alleviate the serious local need for adult day services (care) and child care services in the greater Sanford area. Through a successful capital campaign, YCCAC will raise the funds necessary to develop the Center without debt, creating a self-sustaining program for years to come.

There has never been a more compelling time for YCCAC to pursue this project.

The Center Would Provide:

- Day services and care for 25 seniors who do not require 24-hour nursing care or hospitalization, but who need more than the occasional home service or social activity
- Child care and education for 54 young children
- Summer programming for 16 school-aged children
- Early intervention supports for children with disabilities
- Respite and peace of mind for caregivers working or needing a break
- Planned activities, bringing children and seniors together daily for collaboration, exploration, and fun

“As a person who works with local seniors each day, I can attest to the area’s great need for an Intergenerational Learning Center—one that promotes dignity, self-sufficiency, and quality of life. I believe this program, which will be enhanced by a unique collaboration with children, will have a most positive, life-changing effect on our elders . . . and their caregivers.” — Thea Murphy, Director, Trafton Senior Center

Benefits highlighted by research, when children and seniors are enrolled in an intergenerational program:

Children

- Stronger reading outcomes in kindergarten
- Connected to positive role models
- Enhanced social skills
- Decreased negative behavior

Elders

- Stronger performance on memory tests
- Connected to positive role models
- Increased physical activity
- Improved emotional supports

Why is this a good idea? Because . . .

- 40,000 Mainers have diagnosed dementia and need some level of care.
- One in eight people 65 and older has Alzheimer's disease.
- There are 32,340 full-time caregivers in Maine and minimal resources for respite care.
- There are roughly 7,000 people over the age of 65 in Sanford and the six surrounding towns; nearly a third of them live alone.
- Many of our seniors suffer from social isolation, which adversely impacts their health and well-being.
- Roughly 9,000 York County children under age six have both parents in the workforce, yet there are very limited options for affordable, high-quality child care.
- Over 1,000 York County children under age six have a diagnosed disability. There is a shortage of quality early learning environments needed to support their development.
- Research shows that 85% of the brain is developed by a child's 3rd birthday. When a child spends a significant amount of time in child care, the quality of the environment and caregivers is essential.

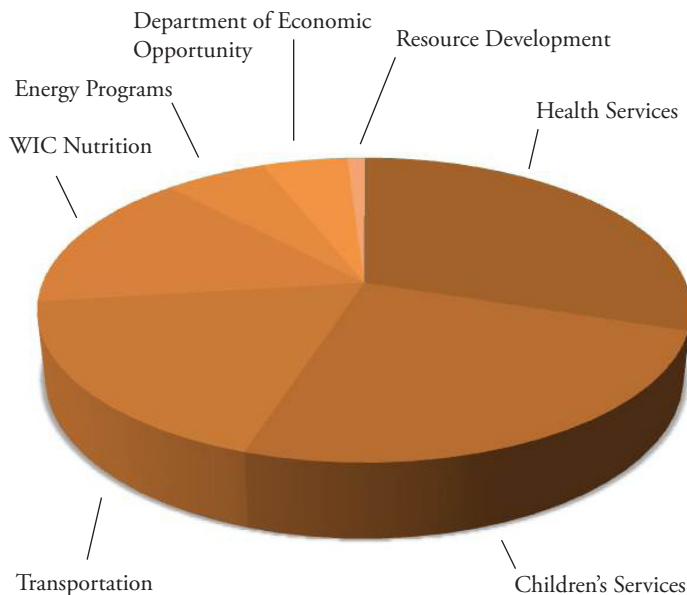
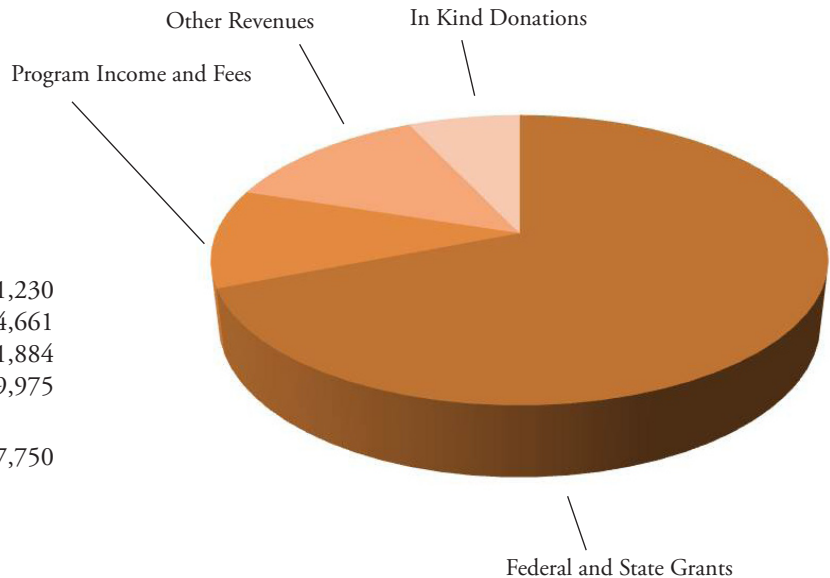


FINANCIAL SUMMARY

for the fiscal year ended October 31, 2016

Sources of Funds

Federal and State Grants	\$11,271,230
Program Income and Fees	\$ 1,814,661
Other Revenues	\$ 2,201,884
In Kind Donations	\$ 1,109,975
Total Revenue	\$16,397,750



Expenditures

Children's Services	\$4,881,032
Health Services	\$4,187,451
Transportation	\$2,991,591
WIC Nutrition	\$2,451,537
Energy Programs	\$ 991,115*
Dept. of Economic Opportunity	\$ 853,151
Resource Development	\$ 41,873
Total Expenditures	\$16,397,750

* Energy Assistance operating costs. LIHEAP payments to vendors totaled \$1,467,226.

YCCAC LOCATIONS

SANFORD

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KITTERY

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NASSON HEALTH CARE

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