

# York County Community Action Corporation

Annual Report *for 2017*







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## EXECUTIVE STAFF

Barbara Crider	Executive Director
Carter Friend	Deputy Director
Diane Laurendeau	Chief Financial Officer

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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.

# A Message from our Executive Director and Board President

Dear Friends,

On April 5, 2017, Jared Bernstein, a Senior Fellow at the Center on Budget and Policy Priorities, speaking before the Joint Economic Committee, said:

**There is no fixed definition of economic opportunity, but most will agree that it corresponds to the realization of personal potential. If a child faces an inadequate school system, or a toxic environment, it will be much harder for her to realize her intellectual, and later, her economic, potential. If a parent lives in a community with an insufficient quantity of jobs, or jobs that pay wages that are too low to support a family, or jobs for which she lacks the necessary skills, both she and her family face opportunity shortfalls. Such barriers can meaningfully be extended beyond schooling and jobs to housing, nutrition, health care, and even infrastructure.**

This year, YCCAC has begun to address some of the issues outlined in Mr. Bernstein's remarks. A five-year Strategic Plan has been designed and will soon be implemented, with a goal to broaden the scope of our programs and services in York County. While providing the same vital health, educational and social services that have been available to York County residents for more than fifty years, we are making changes—call them “adjustments”—in how we do our work. There is more about the Strategic Plan on page 14 of the Annual Report.

YCCAC staff delivered services to nearly 19,000 York County households in 2017. There is data for all programs included in this report. But the numbers tell only a part of the story. With each interaction, with every service delivered, YCCAC staff help lay the groundwork for a better, more secure and prosperous future. The work is an investment; the services provided are tools to help achieve sustainability, self-sufficiency, independence.

We are pleased to offer our 2017 Annual Report for your review. Thank you for taking the time to read it.

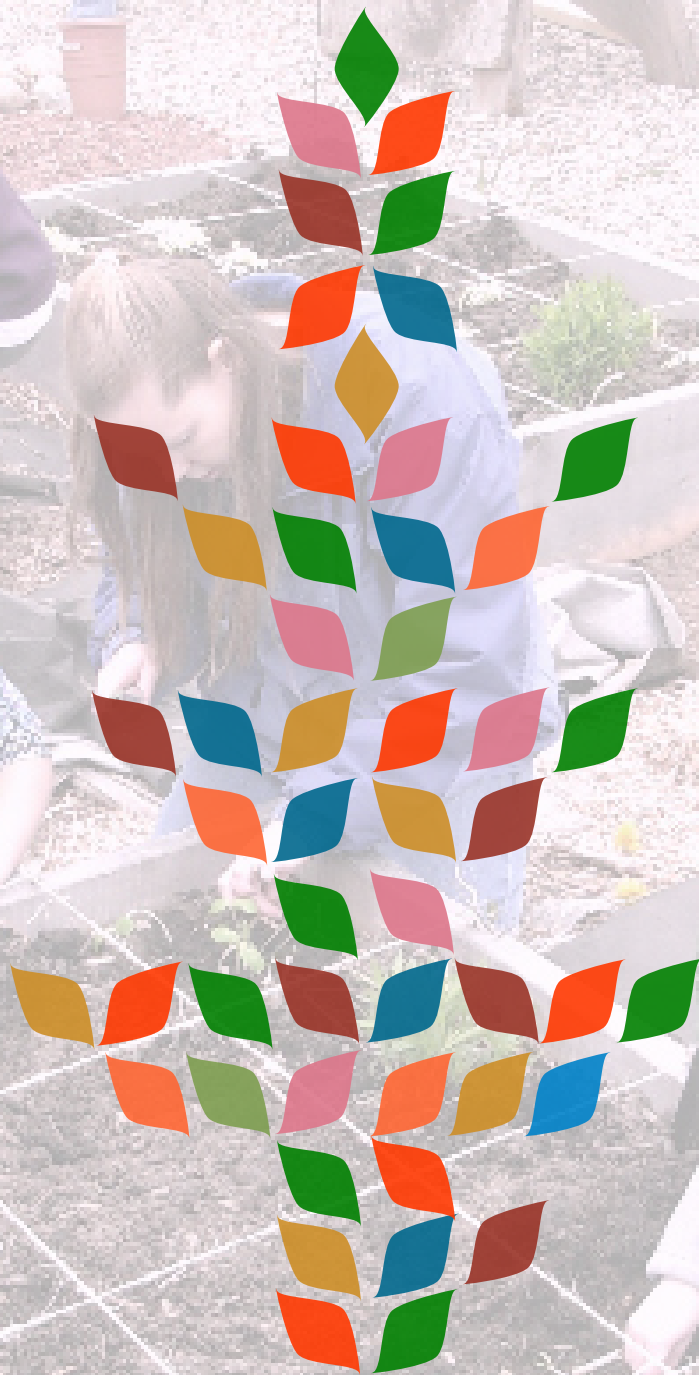
Barbara Crider



Claudette Dupee







**IMPROVING LIVES**

# CHILDREN'S SERVICES

**"We have taken up the age-old challenge of poverty and we don't intend to lose generations of our children to this enemy of the human race," President Lyndon B. Johnson said 52 years ago when launching the Head Start program. More than half a century on, Head Start has provided early childhood development and comprehensive services to millions of children.**

York County's Children's Services program, which is comprised of Early Head Start and Head Start, is designed to help meet many of the health, educational, and social service needs of low-income York County families with infants and young children.

Both Early Head Start and Head Start are federally funded community-based programs. Early Head Start, for families with infants and toddlers (age 0 to 3), provides educational services that enhance the development of infants and toddlers. Head Start, for children 3 to 5 years, promotes school readiness of children. 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 support services, disability services and support, connection to mental health services for children and families, and health screenings for children.

**In 2017, there were . . .**

**10** Head Start & Early Head Start sites

**13** Head Start classrooms

**6** Early Head Start classrooms

**1** Early Head Start home-based option

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**87%**

**of Head Start children met or exceeded school readiness standards in Social Emotional Development**



# WOMEN, INFANTS & CHILDREN

Across the United States, in urban and rural areas, WIC's time-limited services and benefits ensure that children get a strong, healthy start in life. There is clear evidence that good nutrition during pregnancy and in the first few years of life has long-term positive impacts on health. When children have a healthy start, their prospects, and America's prospects, are brighter.

## \$17,372

average household income of  
York County WIC families

## 85.6%

of women on WIC are between  
the ages of 18 and 34

## 55%

of eligible pregnant women  
enroll in WIC during their first  
trimester of pregnancy

## 53%

of all infants born in York  
County are supported by WIC

## 3,312

York County families received WIC  
services in 2017

York County's WIC program, serving approximately 3,400 individuals each year, provides nutrition counseling, vouchers for healthy foods, breastfeeding support and pumps if necessary, referral to other resources, and educational materials. WIC is specifically designed to help safeguard the health of infants, children, and unborn children. WIC nutritionists work with the parents or expectant parents to make sure they have access to nutritious foods, breastfeeding counseling and support. WIC provides health screenings for expectant mothers and infants, and makes healthcare referrals when necessary.





# NASSON HEALTH CARE

Along with the country's increasing focus on healthcare quality and cost comes a growing recognition of the important role that social determinants of health—such as housing, food security, education, and employment—play in the overall well-being of people and communities. Supporting good health and ensuring quality health care extends far beyond the health facility; good health, lasting health, is driven in large part by socio-economic factors, health behaviors, and environmental factors.

Nasson Health Care, York County's only Federally Qualified Health Center (FQHC), provides primary medical, dental and behavioral healthcare to residents of York County and surrounding communities. Nasson offers preventive care as well as treatment for acute and chronic problems. Nasson also offers patient education, care management, and referrals to services such as specialty care and transportation. Nasson's integrated approach assures that health center patients have prompt access to its full range of services as needs arise.

Located on two floors of the historic Nasson College Science building in the Village of Springvale, Nasson is the healthcare "home" to 4,175 individuals. Nasson operates satellite locations in Alfred, the student health center at Noble High School in North Berwick, and at Maine Behavioral Health facilities in Springvale and Biddeford.

## 1 in 15

people in Maine utilize health centers as their health care home


## 4,175

York County residents received health services from Nasson Health Care in 2017

**In the state of Maine alone, federal health center funding generates**



**\$19,546,081**  
Direct



**\$15,423,406**  
Non-direct  
(through generated economic activity)



**TOTAL**  
**\$34,969,487**  
in economic impact



IMPACTING THE COMMUNITY

# TRANSPORTATION SERVICES

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 are 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 between Springvale and 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 services along the coast, connecting York to Kennebunk. There are designated stops along the way.
- The Orange Line, an all-season trolley, provides year-round service between Sanford and Wells, with designated stops.

**1,164**

**Unduplicated York County riders in 2017**

**59,023**

**YCCAC bus trips for**

**500,378**

**bus miles travelled.**

**18,984**

**Volunteer driver trips for**

**707,787**

**volunteer driver miles travelled.**

# ECONOMIC OPPORTUNITY

The Preamble to the Economic Opportunity Act of 1964 says it best: “The United States can achieve its full economic and social potential as a nation only if every individual has the opportunity to contribute to the full extent of his capabilities and to participate in the workings of our society.” When presented with opportunity, York County residents are also given a pathway to financial stability and well-being. Opportunity drives talent and creativity; it unleashes capacity and delivers hope for a meaningful and satisfying career; and it allows for a sense of purpose within a safe and supportive community.

The Economic Opportunity Department is strongly focused on financial wellness. Economic Opportunity programs include Community Outreach, Homebuyer Services, A Place for Us (which combines affordable, transitional housing opportunities with ongoing case management, budget management and counseling), and York County CA\$H (Creating Assets, Savings & Hope), which includes free tax preparation, financial coaching, and matched savings programs.

Financial stability is often difficult to quantify; it can mean something different to each person. But the word “stability” resonates: when the ground shakes, or when you’ve stumbled or lost your footing, at those moments you’re no longer stable. The same can be applied to financial stability. When you live paycheck to paycheck, without savings or resources to fall back on, you’re not financially sound. A small thing—a car repair, a hospital visit, even a few days off from work without pay—can create an emergency situation, and one that is compounded with an unexpectedly high bill, or a missed payment.

The programs within Economic Opportunity help York County residents gain, or regain, financial stability. Whether it’s assistance with creating assets, counseling that leads to furthering one’s education or acquiring a training certificate, or help becoming a first-time homeowner, Economic Opportunity provides the tools to financial stability, sufficiency, and independence.

**402**

Families received a total of

**\$970,737**

in refunds through free tax prep services

**9,780**

Households received outreach intake services

**210**

Households received crisis intervention services

**358**

CA\$H program participants

# ENERGY SERVICES

**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 federal Low Income Home Energy Assistance Program (LIHEAP) provides life-saving assistance for low-income households with young children, senior citizens, and individuals with disabilities, by helping to pay electricity, gas, and oil bills. Payments are generally made to the utility or fuel vendor directly to help ensure that utility service is not terminated and that fuel tanks don't run dry.

Without LIHEAP, households can experience disconnection of utility service, leading to lack of heat in the winter. This creates dangerous situations, especially for elders and young children. Households without adequate heat sometimes resort to unsafe heating methods, which can result in serious property damage, even loss of life. And many more families experience homelessness simply because their houses are not livable: unaffordable energy bills lead to dire choices. Research has documented that families with young children and seniors are more likely to experience food insecurity when they don't get LIHEAP.

The YCCAC Energy Services program also administers ECIP (Energy Crisis Intervention Program). ECIP provides emergency finan-

cial assistance for home heating or for utility disconnects if the household's heating system requires electricity to function.

**2,793**

**York County households received  
LIHEAP benefits in 2017**

**\$670**

**Average LIHEAP benefit**

**Of the households benefiting from  
LIHEAP . . .**

**22%** include young children

**31%** include a disabled person

**32%** include an elderly person



# WEATHERIZATION

**Weatherization services provide improvements that lower energy consumption and increase overall energy efficiency. These multicomponent weatherization services also produce non-energy benefits that address many health issues by remediating the hazardous environmental conditions that cause or are associated with negative health outcomes.**

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. When a low-income household is spending 15 to 22 percent of their total monthly income on energy costs, money that could otherwise be used to buy groceries or pay for education or health care costs, the weatherization of households is a clear benefit.

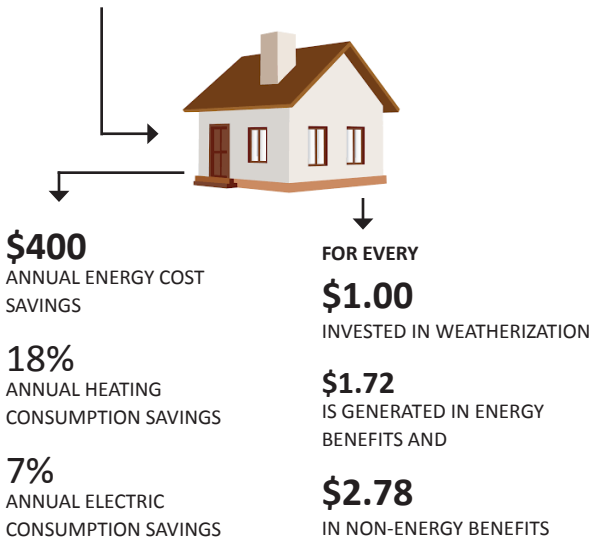
Weatherization crews are required to look for health and safety measures to ensure the safety of their clients. Furnaces and stoves are tested for gas leaks or carbon monoxide in the home and crews install mechanical ventilation to ensure adequate indoor air quality. They also make electrical repairs prior to insulation, convert incandescent lighting to CFLs or LEDs, and install smoke and carbon monoxide alarms. They test for lead-based paint, which is typically associated with homes predating 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 2017, York County’s Weatherization Services provided 249 homes, covering all 29 of the county’s towns and cities, with energy conservation improvements. The energy-saving upgrades included attic insulation and venting, crawl-space insulation and venting, window replacements and repair, sidewall insulation, weather-stripping/caulking, insulating heating ducts, wrapping pipes, furnace repair, and other draft reduction measures.

**\$7,200**

AVERAGE WEATHERIZATION COST PER UNIT





**Investing in the Future**

# STRATEGIC PLAN

**Our Approach: YCCAC's mission 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. We have identified three agency results to further this mission.**

First, we address the needs of all of the clients and patients we work with, and ensure that they have an excellent experience with us. This can range from a person struggling to heat their home in the winter, to a person unable to get to work because they don't have transportation. Second, we are committed to helping clients and patients lead healthy, secure and independent lives. YCCAC is a unique organization, managing a potent range of resources, from primary health and dental care, to income support, early childhood education, transportation, and housing. We are uniquely positioned to help clients and patients overcome the often significant barriers to self-sufficiency by seamlessly integrating these resources – and partnering with other organizations when needed.



Third, we recognize that in order to achieve our mission, we must strive to help not just our clients and patients, but also those in the community who face similar challenges. For example, we must ensure that all children living

in the Biddeford area are ready for school, not just those enrolled in our Biddeford Head Start program. We have identified four population results to guide this work:

- All York County residents are healthy
- All York County residents achieve and maintain financial stability
- All York County communities offer economic opportunity
- All York County residents have the opportunity to participate fully in the community

These are ambitious goals, and they can only be accomplished in close partnership with others. But we believe that, working community by community, they are possible in time.

We are driven by the belief that when our communities are strong, all of its members have opportunities to thrive – and in turn, that when an individual achieves personal success and independence, our communities grow healthier, stronger, and more vibrant. YCCAC's resources and efforts – focused by these three agency results – are directed at making this become a reality.

# VOLUNTEER SERVICES

**Volunteerism is a basic expression of human relationships. It is about people's need to participate in their communities and to feel that they matter to others. We strongly believe that the social relationships intrinsic to volunteer work are critical to individual and community well-being. The ethos of volunteerism is infused with values such as solidarity, reciprocity, mutual trust, belonging and empowerment, all of which contribute significantly to quality of life.**

In 2017, some 420 volunteers provided 30,517 hours of service to York County Community Action Corporation, which translates into roughly \$736,680 in donated time and labor, and would equal the work of 18 full-time hourly employees.

But even more remarkable is the range of services provided by these volunteers.

There are volunteer drivers who, using their own vehicles, transport people to cancer care, non-emergency medical appointments, and children and families under DHHS Child Protection Services and Foster Care Case Services to appointments. There are local residents who serve on the YCCAC Board of Directors, the Head Start Policy Council, and others who assist teachers in Head Start classrooms. There are trained tax preparers who help with the laborious task of completing federal and state tax returns, and student interns who assist nutrition counselors in the WIC program. There are volunteers who answer phone calls, volunteers who help maintain the agency's gardens and lawns, volunteers who assist individuals with health insurance navigation, and volunteers who file and keep the offices organized and running

smoothly.

And there is the York County Crafters Knitting Circle: a group of volunteers, all women (though men are certainly welcome to join), who meet each week at the YCCAC office complex in Sanford to knit winter hats, mittens and scarves, which are then distributed to York County families with children through the Head Start program.



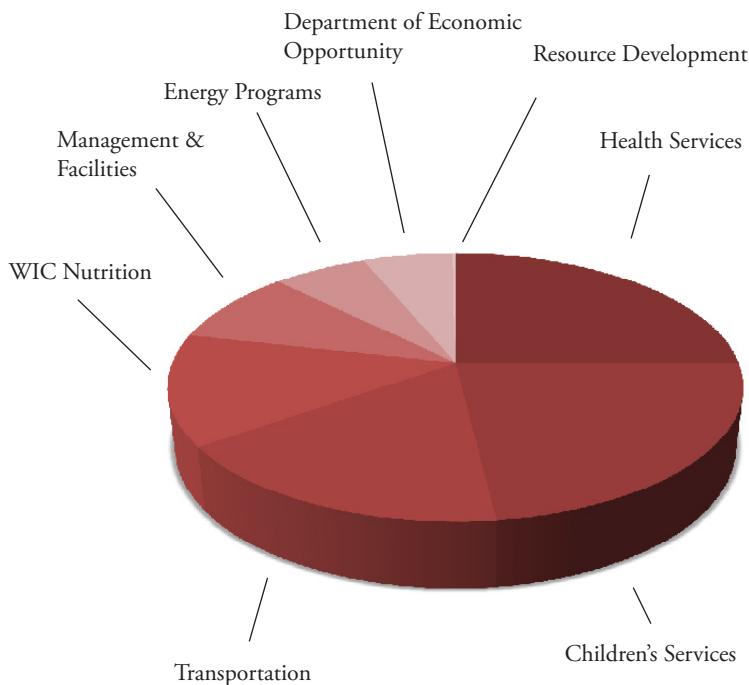
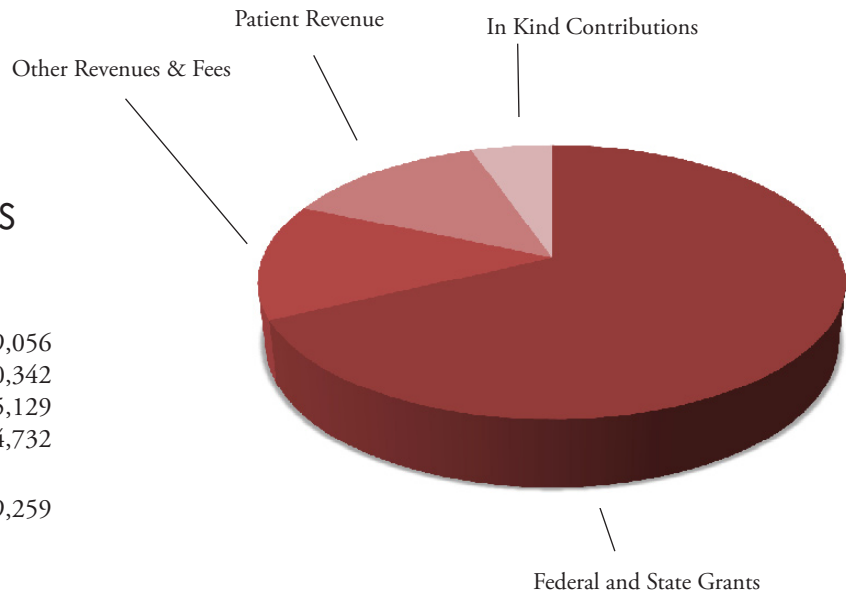
(l - r) Isabelle Coleman, Roberta Goldsmith, Kathryn Leveille, Evelyn Proulx and Betty Mills pose with the 600 pieces they've made this year. (Missing from the photo are Marilyn Earle, Janet Smith, Connie Day and Kay Meyerhoff.)

# FINANCIAL SUMMARY

for the fiscal year ended October 31, 2017

## Sources of Funds

Federal and State Grants	\$11,549,056
Other Revenues & Fees	\$ 2,330,342
Patient Revenue	\$ 2,255,129
In Kind Donations	\$ 904,732
<b>Total Revenue</b>	<b>\$17,039,259</b>



## Expenditures

Health Services	\$4,245,283
Children's Services	\$3,921,764
Transportation	\$2,879,849
WIC Nutrition	\$2,270,849
Management & Facilities	\$1,538,199
Energy Programs	\$1,080,174*
Dept. of Economic Opportunity	\$1,028,867
Resource Development	\$ 36,054

Total Expenditures \$17,001,039

\*Energy Assistance operating costs. LIHEAP payments to vendors totaled \$1,524,790.



# 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







[YCCAC.org](http://YCCAC.org)

Providing economic opportunity to the people of York County, Maine

