

York County Community Action Corporation

Annual Report *for* 2018

York County
**COMMUNITY
ACTION**
Corporation



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BOARD OF DIRECTORS

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

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

York County Community Action Corporation has delivered remarkable achievements for the communities we serve. Now embarked on our second half-century, we believe that the quality of our programs, the dedication of our skilled staff, and the many strengths of our organization position us to provide even more impact. We understand that YCCAC's success will be defined in part by our ability to contribute to the solution of York County's most challenging problems, bringing to bear the full might of our board of directors, senior leadership, frontline staff, and corps of dedicated volunteers.

Initiatives and new endeavors we have launched over the past eighteen months are helping to unleash creative ideas that will transform our organization in innovative ways. This past year, our first of a 5-year Strategic Plan, saw gains in the areas of client/patient-centered services, opioid-use disorder, economic development, fundraising and resource development, and use of data throughout the organization. Many of the projects implemented in 2018 will inform our work for years to come.

Our Client/Patient-Centered pilot, with staff from multiple programs and 40 individuals and families served by YCCAC, will yield valuable information to help us provide quality client/patient-centered services. Another pilot, called "Biddeford Ready," is designed to help ensure that all children are ready for school. In the area of affordable housing, one of the most pressing needs for many of our clients and patients, we have begun to do more advocacy on the local level in Biddeford and other areas, and at the state level through coalitions like the Maine Affordable Housing Coalition. And our work in resource development has begun to produce results in fundraising and volunteer recruitment, and also in developing relationships with community members who can support YCCAC and assist with advancing its mission.

Through hard work, collaboration, creative thinking, dedicated staff, outstanding leadership, incredible volunteers and more, York County Community Action Corporation has made a positive difference in our communities in 2018. We expect that to continue into 2019, and beyond.

Barbara Crider
Executive Director

Claudette Dupee
Board President



IMPROVING



LIVES

“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 53 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.

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YCCAC’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.

CHILDREN’S SERVICES

HEAD START & EARLY HEAD START

In 2018, there were . . .

9 Head Start & Early Head Start sites

11 Head Start classrooms

6 Early Head Start classrooms

.....



Head Start's Impact

The Head Start Advantage

Children who participate in Head Start programs receive innumerable benefits. These advantages appear immediately, last a lifetime, and even have an effect on other generations.

38%

Head Start children reduce their vocabulary deficit by 38% during the program year.

.....

31%

Head Start children are 31% less likely to have been held back a grade.

.....

19%

Head Start children are 19% less likely to smoke as adults.

YCCAC Data & Stats

260

children were enrolled in Head Start and Early Head Start in the 2018 program year.

.....

91%

of enrolled children were up to date on their physicals.

.....

99%

of newly enrolled children received developmental and sensory screenings within 45 days of enrollment.

.....

87%

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

York County's Head Start program underwent an on-site federal review of its pre-k classrooms, and received scores placing it in the top 10% in the U.S. in two areas, and above the national average in a third—that is, among the highest achieving pre-k programs in the nation! The scores were released in May 2018.

WOMEN, INFANTS & CHILDREN

WIC

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.

Economic research has shown that every \$1.00 spent on WIC results in savings of between \$1.77 and \$3.13 in health care costs in the first 60 days after an infant's birth. The cost savings are due in part to WIC's effectiveness in reducing rates of low birth weight, and improving rates of childhood immunization. The program has the highest rating possible from the U.S. Office of Management and Budget's Program Assessment Rating Tool, an assessment based on a program's goals, results, and management. WIC's superior rating is attributable to its measurable impacts on key health outcomes, the efficient use of program funds and its success in achieving long-term performance goals.

3,135 York County families received WIC services in 2018.

York County WIC Participants

20%	Women
24%	Infants
56%	Children (ages 1-4)

- **28** authorized stores to provide food to participants
- **\$56.35** average monthly food benefit per person
- **75%** redeemed checks for fruits and vegetables
- **\$1.61 mil.** spent annually with York County grocers

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 healthcare 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 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.

"The care I received at Nasson Health Care was really well coordinated. I feel like my team of providers really listens and knows me."

— Nasson Health Patient



Maine's Community Health Centers provide high quality, primary and preventive medical, behavioral health and dental services for

1 in **6** Mainers.

Nasson Health Care

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Located on two floors of the historic Nasson College Science building in the Village of Springvale, Nasson is the healthcare “home” to **4,473** 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.

With 20 Community Health Centers and over 70 service locations across the state, Maine's Community Health Center network spans as far north as Fort Kent, as far south as North Berwick, eastward to Lubec and westward to Rangeley. These service locations served nearly 210,000 patients in 2018, or almost 16% of Maine's total population.

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Health centers deliver care to the nation's most vulnerable populations, and now, more than ever, to the nation's veterans.

More than 27 million people – 1 in 12 nationwide – rely on a HRSA-funded health center for affordable, accessible primary health care, including:

- **1** in **9** children 17 years or younger nationwide
- **1** in **3** people living in poverty nationwide
- **1** in **5** people living in rural communities
- More than **355,000** veterans

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.

The YCCAC Transportation Program provides transportation services that promote independence and self-sufficiency. All services are open to the public, and vehicles meet ADA requirements.



Sanford Transit provides year-round in-town service between Springvale and South Sanford. Hop on the bus at designated stops.

The WAVE provides a premium year-round on demand 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 provides year-round service between Sanford and Wells, with designated stops.

The Local Rides Program takes residents to the closest regional shopping areas or to medical appointments.

Transportation Services

1,449

unduplicated York County
riders in 2018

59,049

bus trips for

539,120

bus miles traveled.

17,118

volunteer driver trips for

648,886

driver miles traveled.



"You guys are awesome! I love all of my drivers; without them I could not get anywhere. I appreciate you so much!"

ECONOMIC OPPORTUNITY



Community Outreach

York County CA\$H

Free Tax Preparation

Thriving in Place

Legal Assistance

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.

157 families purchased homes through Homebuyer Education and Matched Savings

240 families were prevented foreclosure through Housing Counseling Assistance

69 families participated in our Fruit and Vegetable Prescription program at Nasson Health Care

The Economic Opportunity Department is strongly focused on financial wellness. Economic Opportunity programs include Community Outreach, Housing Counseling, 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.

Economic Opportunity

454

Families received a total of

\$948,647

in refunds through free tax prep services



14,762

**Households received
outreach services**

509

**Households received
emergency payments to
avert crisis**

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.

.....

"I want to thank you kind folks and York County officials for this great help you have given me for my heating this winter. I am 84 years old and it will be a nicer winter with your kind help. Thank you to all concerned, and God bless!"



Energy Services

The federal Home Energy Assistance Program (HEAP) provides life-saving assistance for low-income households 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 HEAP, 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 sometime 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 HEAP.

The YCCAC Energy Services program also administers ECIP (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.

A photograph showing the backs of two people walking away on a dirt path through a forest. The person on the left is wearing a striped shirt and a dark skirt, and the person on the right is wearing a brown jacket and blue jeans. They are walking towards a line of tall evergreen trees under a cloudy sky.

2,692

York County households
received HEAP benefits in 2018

\$608

Average HEAP benefit

Of the households benefiting from
HEAP . . .

22% include young children

31% include a disabled person

69% include an elderly person

WEATHERIZATION



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.

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.

247

homes were provided with energy conservation improvements in 2018, including:

43 home heating replacements

109 heating system repairs

20 chimney liner replacements

72 clean, tune and evaluation

10 oil tank replacements

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 2018, 361 volunteers provided 42,039 hours of service to York County Community Action Corporation, which translates into roughly \$1,037,943 in donated time and labor, and would equal the work of 25 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 assist individuals with health insurance navigation, and volunteers who file and keep our 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 local families and shared with various organizations throughout York County.

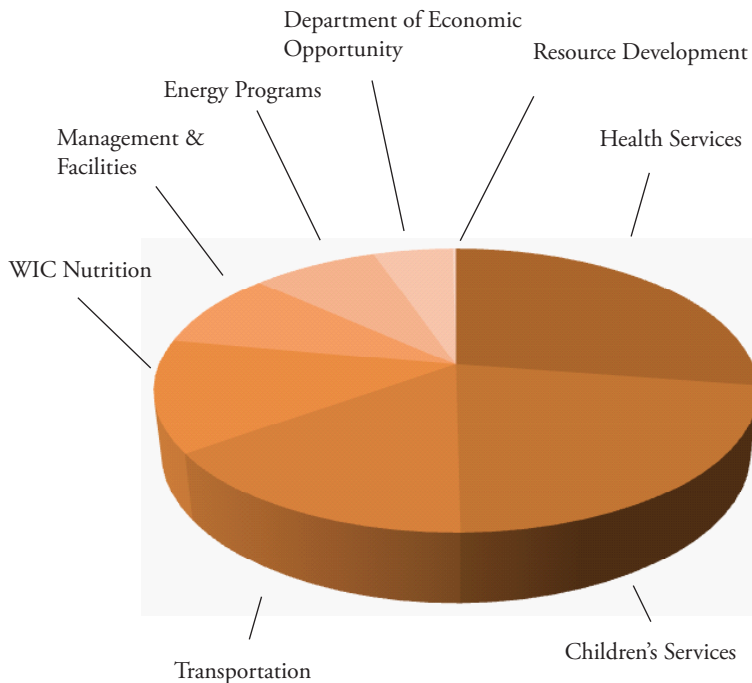
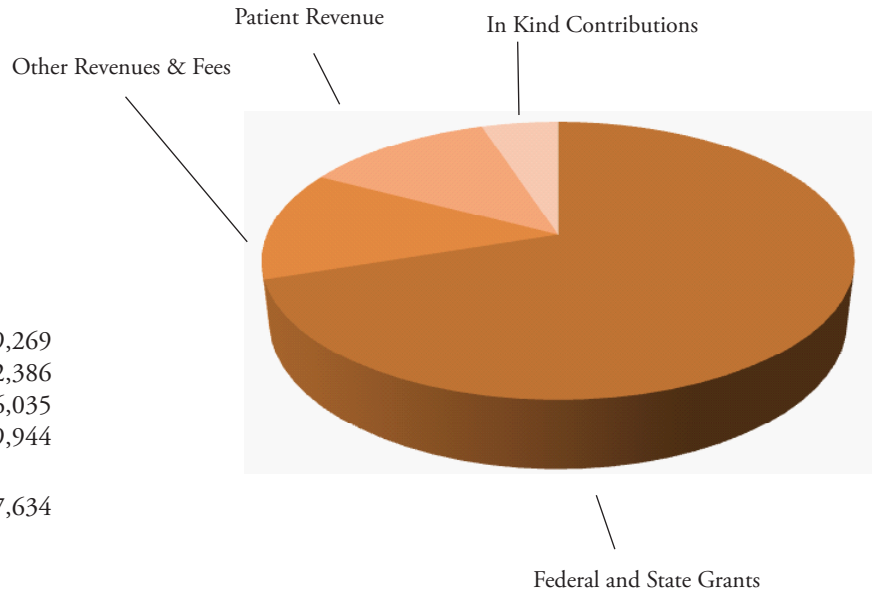


FINANCIAL SUMMARY

for the fiscal year ended October 31, 2018

Sources of Funds

Federal and State Grants	\$12,249,269
Patient Revenue	\$ 2,212,386
Other Revenues and Fees	\$ 2,166,035
In Kind Donations	\$ 869,944
Total Revenue	\$17,497,634



Expenditures

Health Services	\$4,757,819
Children's Services	\$3,896,388
Transportation	\$2,654,062
WIC Nutrition	\$2,213,895
Management & Facilities	\$1,512,646
Energy Programs	\$1,406,716*
Dept. of Economic Opportunity	\$ 884,937
Resource Development	\$ 22,542

Total Expenditures \$17,349,005

*Energy Assistance operating costs. HEAP payments to vendors totaled \$1,637,865.

YCCAC LOCATIONS

SANFORD

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



BIDDEFORD

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



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www.yccac.org

Stronger communities, one neighbor at a time

