

# York County Community Action Corporation

Annual Report for 2019



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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

For more than fifty years, York County Community Action Corporation has worked to serve the public and address some of our communities' most pressing challenges. Our sound financial footing and strategic use of resources have positioned us to continue to fulfill our critical mission in the years ahead.

A key strength of our organization is the amazing breadth of health, education, and human service expertise that we bring to bear in pursuit of excellence, innovation and societal change. In the months and years to come, we will continue to do what YCCAC has done for the past half-century: embark on bold new initiatives that advance the public good, promote understanding through education, and enrich the human experience for those in our community and beyond.

YCCAC uses its strengths and assets to achieve excellence and maximize public impact. A prime example is our community health center, Nasson Health Care. Nationally recognized as a Patient-Centered Medical Home, Nasson increased its client/patient enrollment in 2019 from 4,500 to 5,400, or 19%. Another example is our Energy Services program, which in 2019 approved 3,215 households for HEAP fuel assistance, compared with 2,700 the year before—an increase of nearly 20%. And finally, our Free Tax Prep program completed tax returns for 605 York County residents in 2019, with refunds totaling more than 1.1 million—a record high.

As YCCAC continues to evolve and advance its values of excellence, integrity, sustainability and leadership, we look forward to meeting the challenges that lie ahead. In 2020, we will begin renovation on our Amherst Street building, to create 8 affordable housing units in Sanford. We remain committed to our work with Biddeford Ready!, an initiative to ensure that all children are ready for school. And we continue to make gains in the areas of client/patient-centered services, opioid-use disorder, economic development, fundraising and resource development.

YCCAC has much to celebrate and much to look forward to in 2020 and beyond. We thank all community members and supporters who ensure that we continue to excel as we advance our most important mission.



Barbara Crider  
Executive Director



Claudette Dupee  
Board President

# IMPROVING LIVES

- Children's Services
- WIC
- Nasson Health Care







# CHILDREN'S SERVICES

HEAD START &  
EARLY HEAD START

*"I believe that this is one of the most constructive, and one of the most sensible, and also one of the most exciting programs that this nation has ever undertaken."*

— President Lyndon B. Johnson on the Head Start program, May 18, 1965



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, education, and human service needs of eligible York County families with infants and young children.



Both Head Start and Early 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 early development. Head Start, for children ages 3 to 5 years, promotes school readiness and provides a learning environment that supports children's growth in such areas as language, literacy, and social and emotional development. Head Start offers family support services, disability services and support, connection to mental health services for children and families, and health screenings for children.



*"My daughter's speech at age two was slow to develop. Her participation in Head Start helped improve her speech dramatically over the year and a half that she attended. If it were not for participation in Head Start, she would be at a disadvantage moving forward with her schooling."*

— YCCAC Head Start parent

# Head Start's Impact

## The Head Start Advantage

Investment in young people at the beginning of their lives reaps huge social rewards down through the years. Head Start alumni are more likely to graduate from high school, less likely to be incarcerated and less likely to get a divorce. Other findings show more of Head Start's impact:

Children completing Early Head Start achieved gains on standardized tests of cognitive and language development, may need fewer special learning interventions later on, and performed better on critical social-emotional tasks, such as relating to their parents, paying attention and behaving appropriately, according to a seven-year DHS evaluation.

Business leaders argue that the benefits are not just long-term, but immediate — that pre-school creates jobs, leaves parents free to work and reduces the number of children in high-priced special education programs and those having to repeat grades.

### 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.

## 2019 YCCAC Data & Stats

### 294

children were enrolled in Head Start and Early Head Start in the 2019 program year.

### 99%

of enrolled children had an ongoing source of continuous, accessible health care.





**169**

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

**80%**

of Head Start children met or exceeded school readiness standards in Social Emotional Development, compared to 50% who entered the program below school readiness standards.

# WOMEN, INFANTS & CHILDREN

# WIC

Across the United States, in urban and rural areas, WIC's 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.



*"Our daughter refused to eat. She cried and pushed the food away. We didn't know what to do. The WIC nutritionist offered suggestions, and we tried them. They worked! I wouldn't have thought it possible. Our daughter's now in her normal weight range for her height."*

— YCCAC WIC parent

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.

Over four decades, researchers have investigated WIC's effects on key measures of child health such as birth weight, infant mortality, diet quality and nutrient intake, initiation and duration of breastfeeding, cognitive development and learning, immunization, use of health services, and childhood anemia. Taken as a whole, the evidence demonstrates WIC's effectiveness.

- Women who participate in WIC give birth to healthier babies who are more likely to survive infancy.
- WIC supports more nutritious diets and better infant feeding practices. WIC participants now buy and eat more fruits, vegetables, whole grains, and low-fat dairy products, following the introduction of new WIC food packages that are more closely aligned to current dietary guidance.
- Low-income children participating in WIC are just as likely to be immunized as more affluent children, and are more likely to receive preventive medical care than other low-income children.
- Children whose mothers participated in WIC while pregnant scored higher on assessments of mental development at age 2 than similar children whose mothers did not participate, and they later performed better on reading assessments while in school.
- Improvements made to the WIC food packages in recent years have contributed to healthier food environments in low-income neighborhoods, enhancing access to fruits, vegetables, and whole grains for all consumers regardless of whether they participate in WIC.



**3,857** York County individuals received WIC services in 2019.

### York County WIC Participants

**21%** Women

**24%** Infants

**55%** Children  
(ages 1-4)

**28** authorized stores provide food to participants

**\$57.28** average monthly food benefit per person

**75%** redeemed checks for fruits and vegetables

**\$1.56 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.





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 **5,325** individuals. Nasson operates satellite locations in Alfred 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.

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

More than 28 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

*For the first time, I feel like I'm in charge of my health care because my doctor and dentist actually talk to me and to each other.*

— Nasson Health Care patient



# IMPACTING THE COMMUNITY



- **Transportation Services**
- **Economic Opportunity**
- **Energy Services**
- **Weatherization**





YCCAC believes that all individuals deserve the opportunity to live full and meaningful lives, with a warm and safe place to call home, reliable transportation, affordable health care, nutritious food and, above all, a sense of purpose within a safe and supportive 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.





# TRANSPORTATION PROGRAMS

**Sanford Transit** provides year-round in-town service from Springvale to South Sanford, with designated stops, route deviation and connecting services.

**WAVE** offers premium year-round curb to curb service connecting Sanford-Biddeford and Sanford-Wells.

**Shoreline Explorer** is a trolley and shuttle service that coordinates with private operators for seasonal service between York and the Kennebunks. The Orange Line shuttle operates year-round between Sanford and Wells, with designated stops, route deviation and connecting services.

Our **Local Rides** routes take residents to the closest regional shopping and medical destinations on scheduled days of the week for each town served. Riders are provided curb to curb service from their residence, with a return trip an hour or more later.

The **Connecting to Cancer Care Program** will provide transportation services to any York County resident needing assistance getting to cancer care at area facilities.

Our **Volunteer Driver Program** affords contracted transportation for children and families receiving case management from DHHS or Child Development Services and other private contracts, as well as limited medical, non-emergency transportation for individuals who cannot be served on public transportation routes.

**Veterans Transportation** provides rides for veterans to medical and other necessary appointments.

## THE NUMBERS

# 1,449

unduplicated York County riders in 2019

## 66,927

bus trips for

## 616,001

bus miles traveled.

## 17,839

volunteer driver trips for

## 476,842

driver miles traveled.



# 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 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.



**COMMUNITY OUTREACH**

**YORK COUNTY CA\$H**

**FREE TAX PREPARATION**

**PATRIOT PLACE**

**HOMEBUYER EDUCATION**

**128** families purchased homes through Homebuyer Education and Matched Savings.

**209** families were prevented foreclosure through Housing Counseling Assistance.

**170** families participated in our Fruit & Vegetable Prescription program through Nasson Health Care.



# ECONOMIC OPPORTUNITY

## In 2019

**605** families received a total of **\$1,105,411** in refunds through free tax prep services.

**4,160** households received outreach services, and **361** households received emergency payments to avert crisis.

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.



In Sanford, Avesta Housing manages **Patriot Place**, a subsidized 40-unit apartment complex owned by York County Community Action Corporation. Patriot Place offers safe, affordable housing with community amenities that include 24-hour emergency maintenance, ADA accessible units, on-site laundry, resident parking, heat and hot water included, and shopping within easy commuting distance.

# 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.

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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.

**3,215** York County households received HEAP benefits in 2019.

**\$800** Average HEAP benefit per household.



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.

Of the households benefiting from HEAP . . .

**30%** include a disabled person

**60%** include an elderly person





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.

**416** homes were provided with energy conservation improvements in 2019:

- 70** home heating replacements
- 165** heating system repairs
- 29** chimney liner replacements
- 106** clean, tune and evaluation
- 46** 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 2019, **465** volunteers provided **35,718** hours of service to York County Community Action Corporation, which translates into roughly **\$908,309** 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 help seniors stay and thrive in their homes, 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.

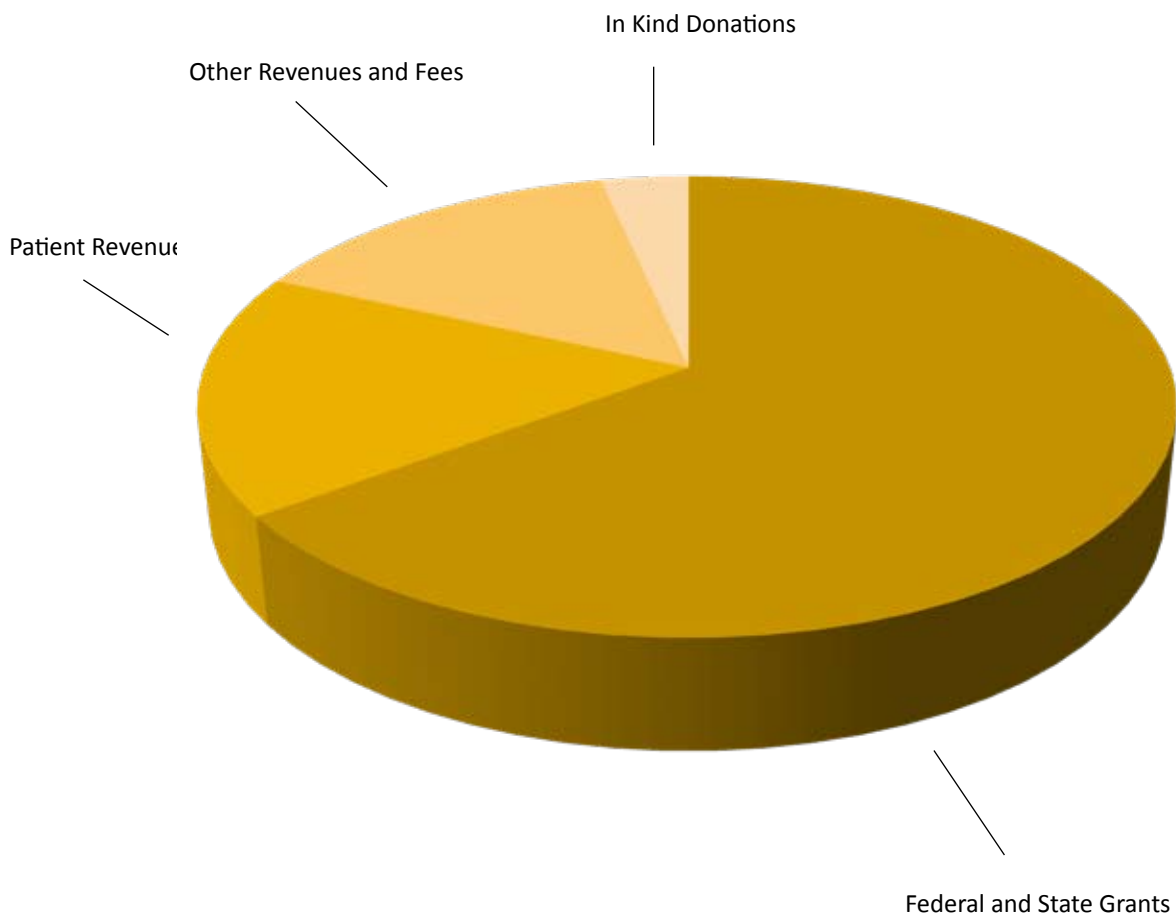
# FINANCIAL SUMMARY

for the fiscal year ended October 31, 2019

## SOURCES OF FUNDS 2019

Federal and State Grants	\$12,053,838
Patient Revenue	\$ 3,176,607
Other Revenue and Fees	\$ 2,748,108
In Kind Donations	\$ 639,995

**Total Revenue** **\$18,618,548**





# FINANCIAL SUMMARY

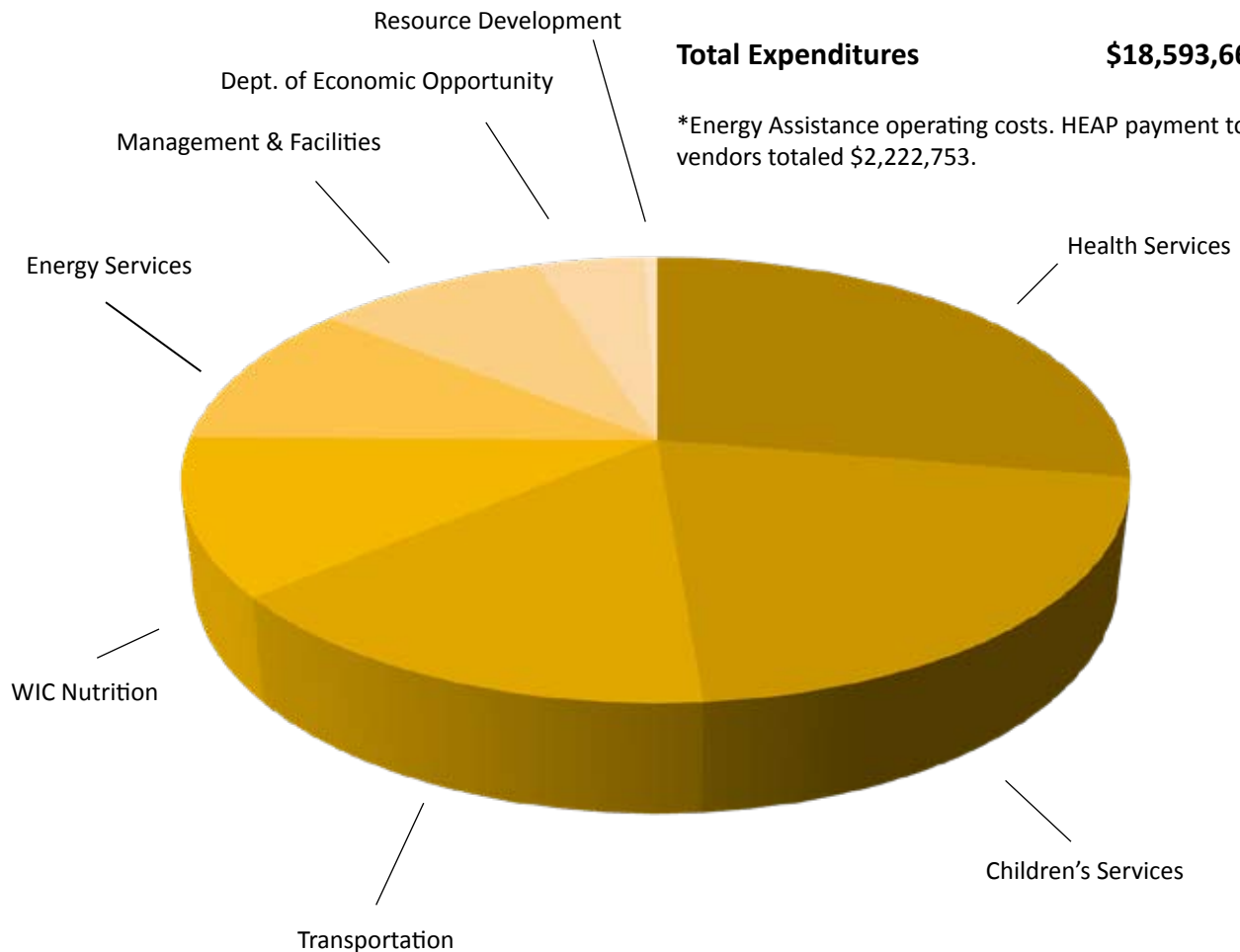
for the fiscal year ended October 31, 2019

## EXPENDITURES 2019

Health Services	\$5,165,089
Children's Services	\$3,912,958
Transportation	\$2,810,947
WIC Nutrition	\$2,129,605
Energy Services	\$1,980,423*
Management & Facilities	\$1,729,604
Dept. of Economic Opportunity	\$ 836,150
Resource Development	\$ 28,890

**Total Expenditures** **\$18,593,666**

\*Energy Assistance operating costs. HEAP payment to vendors totaled \$2,222,753.





# 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



York County  
**COMMUNITY  
ACTION**  
Corporation

[www.yccac.org](http://www.yccac.org)

*Stronger communities, one neighbor at a time*

