

York County Community Action Corporation

Annual Report for 2020

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

For more than 50 years, York County Community Action Corporation has risen to meet the greatest challenges of our communities.

At the heart of our commitment to the public good is our mission; it grounds all of our activities and aspirations. This year, it has been a beacon amid a sea of uncertainty—as it has guided our work to serve the public through human services, education, and patient care.

Our focus on YCCAC's mission has ensured that we are making a difference in our communities:

- We provide opportunity through effective programs and services.
- We offer hope through strong leadership, caring staff, and sound financial management.
- We deliver on our promise through commitment to community, integrity, and excellence.

COVID-19 has upended life in our communities and across the nation. We have seen the effects of the pandemic as they relate to jobs, transportation, public health, education, medicine and public policy. We have also seen other disciplines engaged deeply and importantly, whether by using technology to bring people together—remotely—in their homes, or examining the disparities among people that are being exacerbated by this virus.

The strength of our organization has been essential to our ability to maintain our mission during the pandemic. Community support, a strong and vibrant Board of Directors, sound leadership, and, above all, our dedicated staff, have led the way. Our programs, including Head Start and Early Head Start, WIC Nutrition, Energy and Transportation Services, and Nasson Health Care, have all been innovative and responsive to the needs of our communities during this difficult time.

Despite our challenges and the work that lies ahead, we remain confident in our future because of the dedication and commitment that we see every day, by so many people, in all positions at this great organization. We continue to believe that York County Community Action will serve as a beacon of progress and hope throughout our communities in the weeks, months, and years to come.



Barbara Crider
Executive Director



Claudette Dupee
Board President

YCCAC Responds to COVID-19

In mid-March, with declaration of a global pandemic, schools and businesses across York County closed, bringing ordinary life to a standstill. The range of challenges for York County households could hardly be understated. Lost jobs meant lost wages—and, critically, often the loss of health insurance. Those deemed essential workers—medical personnel; police, fire and EMT; grocery and convenience store workers, social workers—worried about contracting the virus and bringing it home. Parents who could work from home struggled with managing employment and childcare. For many, just one rough patch could throw them off their feet, impacting their ability to make rent, buy groceries, pay bills, access needed healthcare services, and see their way through a crisis.

York County Community Action programs responded to the pandemic by implementing changes in service delivery to meet our clients' and patients' needs.

Head Start and Early Head Start transitioned to remote operations, offering educational opportunities and family support services, from March to July, and resumed in-person classes in August. WIC Nutrition also switched to virtual services, with scheduled pick-up of eWIC cards, breastfeeding supplies, and baby formula—and with offered home delivery for clients with transportation needs. Out Transportation program launched a Free Rides service for residents with essential needs—grocery shopping, medical appointments, pharmacy, going to work. Energy Services provided HEAP and other assistance by phone, with the necessary documentation delivered by mail or in person to our Sanford office. Homebuyer Education classes went online, and Outreach assistance was available by phone or other electronic means. Nason Health Care offered both remote and in-person medical visits, remote behavioral care services, and, after suspended services through the spring, resumption of full dental services in June.

YCCAC recognized at the onset of the pandemic that York County families would need an array of health and human services for many months to come. We adapted our programs to the changed environment. We established a Health Educator Response team to provide resources and education around COVID-19 to area businesses. We administered the MaineHousing Rental Relief program, helping to ease the financial strain on landlords and tenants. Nason Health Care rolled out a Swab & Sent COVID-19 Test Site, and when vaccines came available began administering these life-saving medicines.

The COVID-19 pandemic has had a profound impact on the lives and livelihoods of York County residents. YCCAC programs and resources have helped to mitigate that impact, and continues to deliver meaningful relief, particularly to the most vulnerable in our communities.

Increasing Client and Patient Well-Being

Growing recognition of the role that both health and social factors play in the wellbeing of individuals has heightened the importance of integrating health and human services, particularly for vulnerable populations. People who are healthy are able to work, attend school and care for their families, and, likewise, people who are thriving economically and socially are much more likely to be healthy.

York County Community Action recognizes that in order for an individual to enjoy a happy, healthy and fulfilled life, health, economic opportunity and social wellbeing are all essential.

YCCAC staff focus on the overall wellbeing of our clients and patients - that is, the complex combination of a person's physical, mental, emotional and social factors. Our Community Health Center, Nasson Health Care, screens patients for social needs and can connect patients to a network of YCCAC human services that include transportation, nutrition, early education, home heating assistance, financial counseling, homebuyer and housing counseling services—in short, programs that remove barriers that get between people and the realization of their full economic potential. Similarly, YCCAC social service staff screen clients for health needs and can connect clients to Nasson for medical, dental and behavioral health services. With a combination of health and social services all under one roof, YCCAC is uniquely positioned to address the overall well-being of our clients and patients – which is essential for an individual to achieve economic mobility and feel a sense of security, satisfaction, and personal fulfillment.

Our integrated services approach to addressing individual or family needs is in recognition of the connection between health and economic opportunity. Through the integration of health and human services, and with sustained local assistance, YCCAC helps transition low-income families from federal assistance and give the tools and opportunities they need to succeed.



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, 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.



269

children were enrolled in Head Start and Early Head Start in the 2020 program year.

89%

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



152

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

98%

of families who identified Emergency or Crisis Intervention received the services needed.

72%

of families experienced gains in family well-being.



WIC

WOMEN, INFANTS & CHILDREN

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 Year by the Numbers

3,547

York County individuals received WIC services in 2020

York County WIC Participants

21%

Women

55%

Children (ages 1 - 4)

24%

Infants

27

authorized stores provide
food to participants

\$54.49

average monthly food benefit per person

75%

redeemed checks for fruits and vegetables

\$1.4

mil. spent annually with
York County grocers

NASSON HEALTH CARE

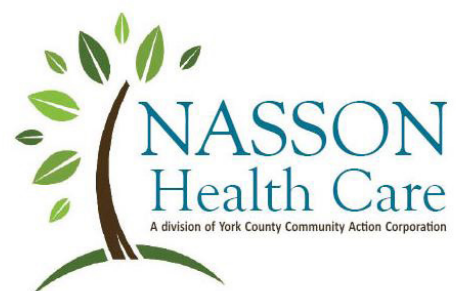
Nasson Health Care provides primary medical, dental and behavioral healthcare to residents of York County and surrounding communities. Nasson offers preventive care as well as treatment for acute and chronic problems. Nasson also offers patient education, care management, and referrals to services such 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.



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 Sanford, eastward to Lubec and westward to Rangeley. These service locations served nearly 210,000 patients, or almost 16% of Maine's total population.

Located on two floors of the historic Nasson College Science building in the Village of Springvale, Nasson is the healthcare "home" to **8,012** individuals. Nasson operates a satellite location in Biddeford.





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

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.



TRANSPORTATION

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.

2020 DATA

7,901
volunteer driver trips for
306,078
driver miles traveled.

37,541
bus trips for
515,065
bus miles traveled

960
unduplicated York County
riders in 2020



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 provides trolley and shuttle service which 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.

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.

KITT—Kennebunk In Town Transportation KITT is an in-town transit service with centralized stops at popular sites, such as Shopper's Village, Downtown Kennebunk, and the Public Library.

Our **Volunteer Driver Program** provides 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 that cannot be served on public transportation routes.

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

DEPARTMENT OF ECO

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.

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.

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.

FREE TAX PREPARATION

COMMUNITY OUTREACH

YORK COUNTY CA\$H

HOMEBUYER EDUCATION



ECONOMIC OPPORTUNITY

IN 2020

37 families purchased homes through Homebuyer Education and Matched Savings.

96 families were prevented foreclosure through Housing Counseling Assistance.

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

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

1,632 people and **1,109** households received outreach services, and **231** people and **121** households received emergency payments to avert crisis.



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.

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.

KEY FIGURES for 2020

\$697

Average HEAP benefit per household

8,135	people received HEAP benefits
4,113	households received HEAP benefits
73%	of the households include an elderly person
36%	include a disabled 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.

354

homes were provided energy conservation improvements in 2020:



56 home heating replacements

148 heating system repairs

32 chimney liner replacements

56 clean, tune and evaluation

62 oil tank replacements

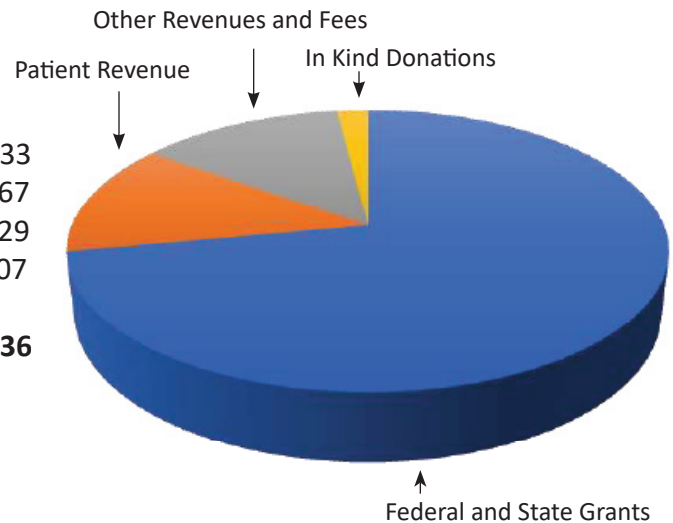


FINANCIAL SUMMARY

for the fiscal year ended October 31, 2020

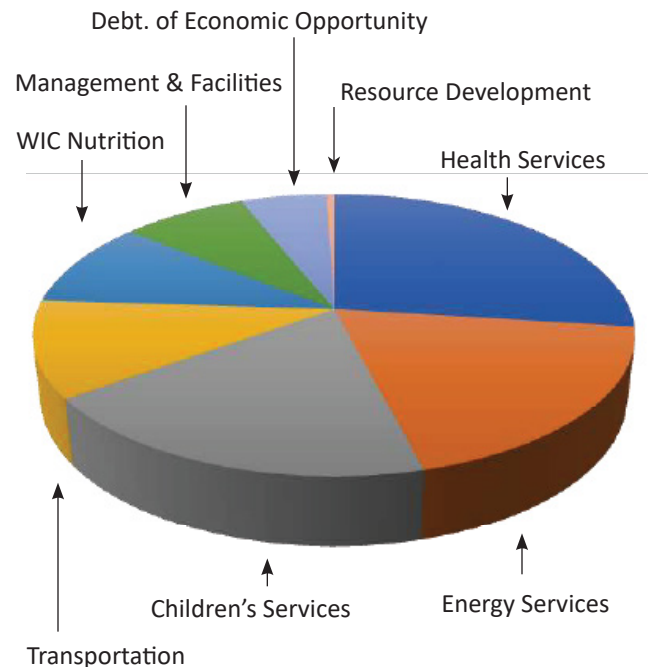
SOURCES OF FUNDS 2020

Federal and State Grants	\$15,202,733
Patient Revenue	\$ 2,830,867
Other Revenue and Fees	\$ 2,645,429
In Kind Donations	\$ 426,307
Total Revenue	\$21,105,336



EXPENDITURES 2020

Health Services	\$5,647,784
Energy Services	\$4,117,162
Children's Services	\$4,015,483
Transportation	\$2,376,904
WIC Nutrition	\$2,031,803
Management & Facilities	\$1,721,242
Dept. of Economic Opportunity	\$1,183,601
Resource Development	\$ 11,357
Total Expenditures	\$21,105,336



YCCAC LOCATIONS & CONTACT INFORMATION

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

357 Elm Street
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

