

# York County Community Action Corporation

Annual Report for 2021

York County  
**COMMUNITY  
ACTION**  
Corporation



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# BOARD OF DIRECTORS

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# EXECUTIVE STAFF

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 always been known for our work to address major challenges.

Our clients and patients face the challenges shaped by Social Determinants of Health, which might include economic stability, healthcare access and quality, education, food security, neighborhood and housing conditions. Our staff face the challenges of providing top levels of service that make YCCAC programs exemplary, as well as addressing some of our communities' most pressing problems through partnerships, ingenuity and innovation. And as leaders, we are challenged each day to build on the successes of our past work and ensure that our organization will always live up to its critical public mission.

The challenges of the past year have been unlike any others as the global COVID-19 pandemic upended so much of how we all live and work, and tested our ability to adapt, move forward and achieve success. YCCAC has risen to these challenges at every turn.

Across York County, more than 54,000 residents received assistance through YCCAC programs in 2021. Our healthcare professionals at Nasson Health Care, who facilitated more than 7,300 clinic visits with patients last year, remain on the front lines of combating COVID-19 in our communities. And our Energy Services program led the state with the highest percentage of new HEAP clients (29.55%), and expanded its reach by administering for Maine State Housing the Rental Relief program, serving nearly 3,000 households for a total of over \$17,475,000 in rental assistance.

YCCAC's ability to deliver on its public mission is inextricably linked to our financial strength, which is detailed in our Financial Summary on page 20. The challenges we address as an organization are better navigated with an engaged, effective Board of Directors, strong leadership, integrated programs and services, and, above all, our committed and enthusiastic staff.

As YCCAC continues to extend the reach of our programs and services throughout York County and surrounding communities, we look forward to advancing our mission through an unwavering commitment to excellence in the years ahead.

A blue ink signature of Barbara Crider, written in a cursive style.

Barbara Crider  
Executive Director

A blue ink signature of Claudette Dupee, written in a cursive style.

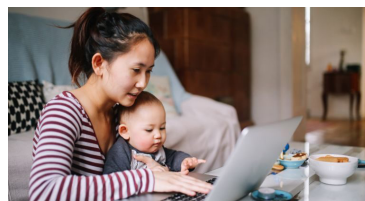
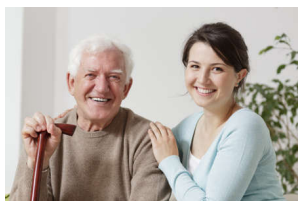
Claudette Dupee  
Board President

# 2021

## YCCAC Responds to COVID-19

### York County Community Action adapts during COVID-19 to provide agency programs and services to York County communities:

- Nasson Health Care serves as a Swab and Send Test Site, and also provides COVID-19 vaccines. Any age-eligible person, regardless of residence, by appointment or on-demand, can get one of the three approved COVID-19 vaccines (Moderna, Janssen and Pfizer), as well as the follow-up booster shot.
- Our Children's Services programs, Head Start and Early Head Start, offer in-person classes, with COVID-19 safety guidance as issued by the federal government.
- WIC—the Special Supplemental Nutrition Program for Women, Infants, and Children—offers virtual services, with scheduled pick-up of eWIC cards, breastfeeding supplies and baby formula, and with offered home-delivery for clients with transportation needs.
- Transportation Services offers free rides to York County residents with essential needs, such as grocery shopping, medical appointments, pharmacy or going to work.
- Our Economic Opportunity Department meet with clients remotely, by phone or electronic conferencing, and offer in-person services as needed. Homebuyer Education classes are also available via electronic conferencing.
- And Energy Services makes it easier than ever to apply for benefits from the Home Energy Assistance Program (HEAP): it can be done by phone. The client never need leave home.



# 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 Department of Human Services 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.



**100%**

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





**146**

children were enrolled in Head Start and Early Head Start in the 2021 program year.

**77%**

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

**62%**

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.

**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

**3,340** York County individuals received WIC services in 2021.

## York County WIC Participants

**17%** Women  
**20%** Infants  
**63%** Children

**24** authorized stores provide food to participants  
**\$52.54** 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 **7,364** 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 Health Resources and Services Administration (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.

### Ridership

Volunteer Trips	7,813
Volunteer Miles	306,393
Agency Vehicle Trips	36,963
Agency Miles	335,339
<b>Total Trips Provided</b>	<b>44,776</b>

### Trips by Purpose

Work	66%
Medical	20%
Shopping	8%
DHHS Visitation	3%
Other (including Cancer Care)	3%





# TRANSPORTATION PROGRAMS

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

**WAVE:** Provides premium year-round, curb to curb service connecting Sanford-Biddeford and Sanford-Wells. Advanced reservation required.

**Shoreline Explorer:** Provides trolley and shuttle service which coordinates with private operators for seasonal service between York and Lower Village, Kennebunk.

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. Reservation required.

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

**KITT**— In partnership with the Town of Kennebunk, YCCAC provides an in-town bus route every Tuesday in Kennebunk. The KITT (Kennebunk In-Town Transportation) offers a flex-route, picking people up at centralized stops and dropping off at locations in Kennebunk.

**Southern Maine Connector:** Provides year-round service from Springvale to Saco. Operates Monday – Friday. Times are approximate.

**Orange 5:** Orange 5 is a year-round shuttle service that operates 7 days a week between Sanford and Wells. The shuttle stops at several popular shopping and dining destinations in Wells and Sanford.

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.



Our **Veterans Transportation** provides rides for veterans to medical and other necessary appointments. Advanced reservation required.



# DEPARTMENT OF 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.

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.





## IN 2021

- **182 families** purchased homes through Homebuyer Education and Matched Savings.
- **96 families** were prevented foreclosure through Housing Counseling Assistance.
- **850 families** received a total of **\$1,302,982 in refunds** through free tax prep services.
- **3,327 people** and **1,936 households** received outreach services, and **670 people** and **336 households** received emergency payments to avert crisis.

York County Community Action Corporation opened an 8-apartment subsidized housing complex on Amherst Street in Sanford in 2021. Affordable housing continues to be one of the main barriers to achieving stability for many York County families. These safe, affordable, and permanent apartments foster equity, opportunity, and wellness for people of limited economic resources.



**Patriot Place** is 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.

# RENTAL RELIEF: The Data

The Energy Services program administers MaineHousing's Rental Relief program in York County. Renters who are not able to pay their rent or utilities due to COVID-19-related factors may be eligible for financial assistance.

**\$17,475,881** Rental Relief in 2021

**2,985** York County Households Served

**\$5,845** Average Household Rental Assistance

## KEY HEAP FIGURES

**\$711**

Average HEAP benefit per household

**10,282**

People received HEAP benefits

**5,371**

Households received HEAP benefits

**62%**

Households included an elderly person

**41%**

Households included a disabled person

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.

# 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.

## In 2021

**483** homes were provided energy conservation improvements



- 71** home heating replacements
- 190** heating system repairs
- 65** chimney liner replacements
- 56** clean, tune and evaluation
- 64** oil tank replacements
- 37** heat pump installations



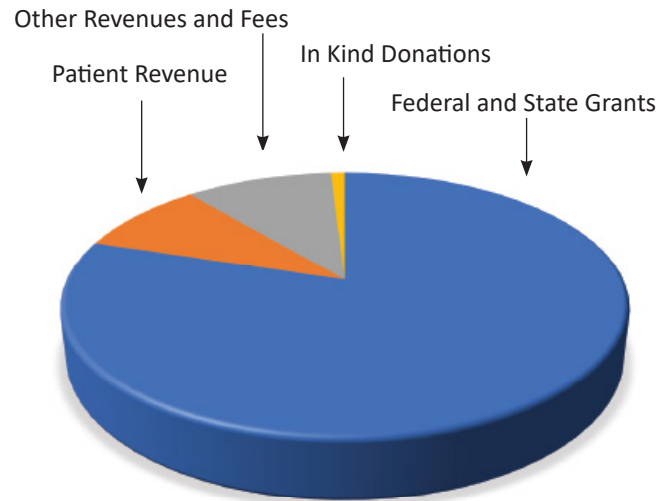


# FINANCIAL SUMMARY

for the fiscal year ended October 31, 2021

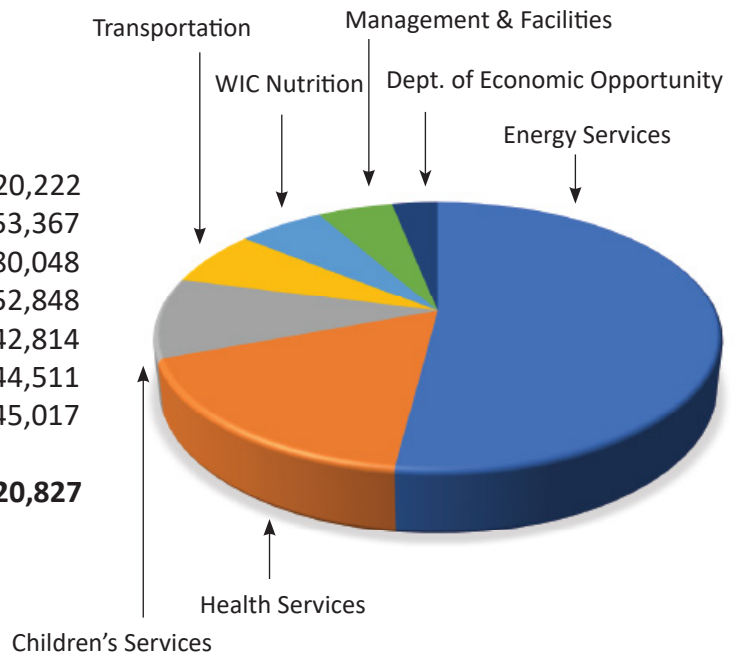
## SOURCES OF FUNDS 2021

Federal and State Grants	\$34,150,449
Patient Revenue	\$ 3,866,958
Other Revenue and Fees	\$ 4,300,239
In Kind Donations	\$ 412,855
<b>Total Revenue</b>	<b>\$42,730,501</b>



## EXPENDITURES 2021

Energy Services	\$20,620,222
Health Services	\$ 6,853,367
Children's Services	\$ 3,880,048
Transportation	\$ 2,652,848
Management & Facilities	\$ 2,342,814
WIC Nutrition	\$ 2,044,511
Dept. of Economic Opportunity	\$ 1,245,017
<b>Total Expenditures</b>	<b>\$39,620,827</b>



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

*Stronger communities, one neighbor at a time*

