

York County  
**COMMUNITY  
ACTION**  
Corporation



Fiscal Year 2022

# ANNUAL REPORT



# About Us

## Our Mission

**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.**

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## Executive Team

Carter Friend, Executive Director  
Diane Laurendeau, Chief Financial Officer  
Michelle Fleagle, Chief Program Officer  
Terrence McCarthy, Chief Information Officer

## Board of Directors

Claudette Dupee, President  
Betsy Kelly, Vice President  
Jean Walsh, Treasurer  
David Wright, Secretary

Don Burns  
Lisa Carter  
Grady Collins  
Donna Finneran  
Ayn Hanselmann  
Will Hygh  
Jane McCabe  
Bill Mondor  
Isabelle Palin  
Megan Rochelo



## A Message from YCCAC's Board President and Executive Director

At York County Community Action Corporation (YCCAC), we believe strongly that every person in our society should have the opportunity to succeed – to achieve social and economic well-being and have good health. And that our communities will only truly thrive when this is the case. These beliefs are captured in YCCAC's mission, which 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.

This past year has been particularly challenging for many people in York County and throughout the state. After struggling with the impacts of COVID-19 for several years, people are seeing inflation eat into their paychecks, often making it impossible to make ends meet. Prices for food, heat, gas and other essentials have all increased. And the cost of housing for both homeowners and renters is unaffordable and continues to rise, which has cascading impacts on the communities we live in.

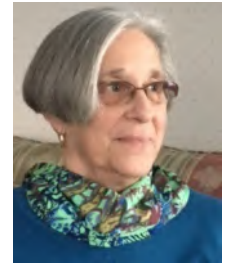
Our family of programs includes services that work to address the basic needs of the community and increase the well-being of individuals and families. As we help neighbors find access to food, shelter, health care and quality child care and nutrition, we are implementing an ambitious strategic plan, designed to address the Drivers of Well-Being – those factors that lead to long-term success for individuals, families and communities. Our effective solutions focus on each person's needs, including access to health care (which includes medical, dental and behavioral health) at our Federally Qualified Health Center, Nasson Health Care.

Moving forward, we will continue to seek, develop and fine-tune innovative approaches to address current and evolving challenges. We'll continue exploring ways to enhance and expand our already strong work in affordable housing, transportation, early child care and education & nutrition, health care, energy services, economic opportunity, and other areas critical to the residents of York County. We'll work closely with our many essential partners. And, as we have done for over 50 years, we will keep our clients and patients at the center of every decision we make and action we take.

With hope, adequate resources and opportunities, our programs and services can buoy and support members of our community in their efforts to become healthy, financially secure, and achieve well-being. **We are committed to achieving that vision.**



Carter Friend  
Executive Director



Claudette Dupee  
Board President



## Our Family of Services

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 gives people the tools and opportunities they need to succeed.

### Programs Include:

- Children's Services
  - Head Start/Early Head Start
  - Women Infant & Children (WIC)
- Economic Opportunity
- Energy Services & Weatherization
- Transportation
- Nason Health Care



*"I will never forget the woman on the other end of the phone who understood, listened & went above & beyond doing everything she could to help me not lose my family home. During my most darkest, most stressful time. I felt not quite so alone by having you walk through this with me."*

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## Economic Opportunity

**With a goal of financial wellness, our Economic Opportunity department spans everything from emergency funding to community outreach to financial planning.**

Programs include: Community Outreach, Housing Counseling, A Place for Us (which combines affordable, transitional housing opportunities with ongoing cash management, budget management and counseling) and York County CA\$H (Creating Assets, Savings & Hope) which includes free tax preparation, financial coaching and a matched savings program.

Community Investment results:

- 56 homes purchased through the Homebuyer Education and Matched Savings
- 116 homes prevented from foreclosure through Housing Counseling Assistance
- 1,004 families received a total of over \$2,000,000 in IRS refunds through tax prep services
- 3,596 people or 2,284 families accessed outreach services
- 783 people or 344 families received emergency HOPE funds

Our innovative approach resulted in a new outreach program. Our community outreach worker partners with area police to defuse and de-escalate situations in which social services, rather than law enforcement are needed.







## Children's Services

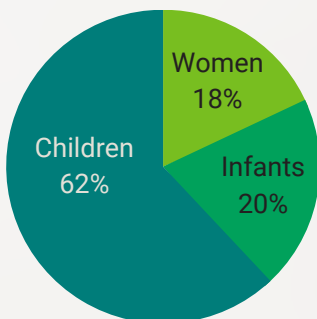


**Thriving families start with a secure home and family. Our Women, Infants, and Children (WIC) team invests in each family's well-being by providing education, healthy food options, infant formula or breast pumps. Through our WIC programs and York County's Head Start & Early Head Start, we're able to connect young families with the services they need to provide healthy beginnings.**

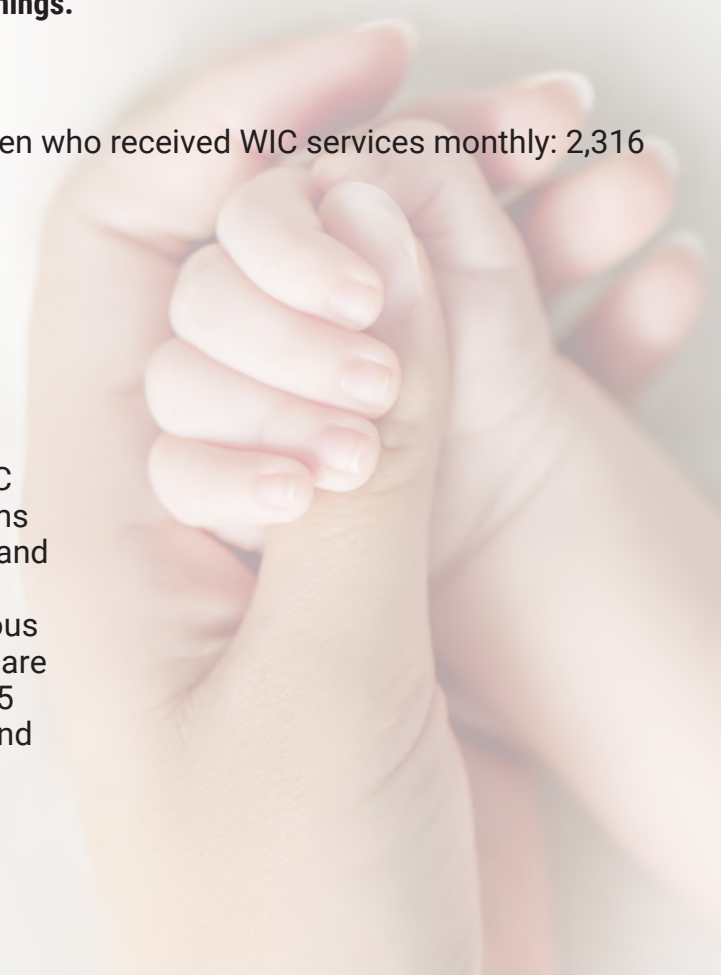
Investments include:

- Average number of Women, Infants, and Children who received WIC services monthly: 2,316
- \$53.65 average monthly benefit
- 79% redeemed for fruits and vegetables
- \$1,360,000 spent with York County grocers

**York County WIC Participants**



York County WIC Nutrition Programs provided nutrition and breastfeeding education, nutritious foods, and healthcare referrals to 3,565 women, infants and children.





**YCCAC**



**Head Start  
&  
Early Head  
Start**

**YCCAC Head Start partners with families of young children, helping them to achieve their self-identified family goals, with a focus on their child's health, education and well-being.**

- YCCAC Head Start and Early Head Start served a total of 133 families.
- 98% of families established Family Partnership Agreements.
- Over 80% of our children are meeting and/or exceeding in each of these areas: Social Emotional, Physical (Gross Motor/ Fine Motor Development), Language, Cognitive, Literacy , and Math Knowledge & Skills
- 84% of Head Start families have a Dental Care home

**Head Start Locations**

- Biddeford
- Kittery
- Saco
- Sanford
- Springvale
- Waterboro

**Early Head Start Locations**

- Biddeford
- Saco
- Sanford
- Springvale







## Energy Services & Weatherization

**YCCAC offers a wide range of fuel and energy assistance programs in order to ensure clients are warm, safe, healthy, and secure in their homes. HEAP (Home Energy Assistance Program) helps eligible homeowners and renters cover heating costs. Weatherization services can even help save money while providing improvements that lower energy consumption and increase overall energy efficiency.**

### ENERGY SERVICES

- \$723 average Home Energy Assistance Program (HEAP) benefit per household
- 6,630 individuals assisted
- 3,653 households assisted
- 67% of the households include an elderly person
- 51% include a disabled person

### WEATHERIZATION

- 619 households were provided energy conservation improvements
- 447 Central Heating Improvement Program (CHIP) household services provided
- \$855,084 in CHIP benefits provided
- 159 Heat Pump household services provided
- \$618,485 Heat Pump benefits provided
- \$155,480 Weatherization benefits provided

### RENT RELIEF

The Energy Services program administered 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 were eligible for financial assistance.

- 1,814 unique Rent Relief households served and were prevented from homelessness
- 976 Housing Stability households served



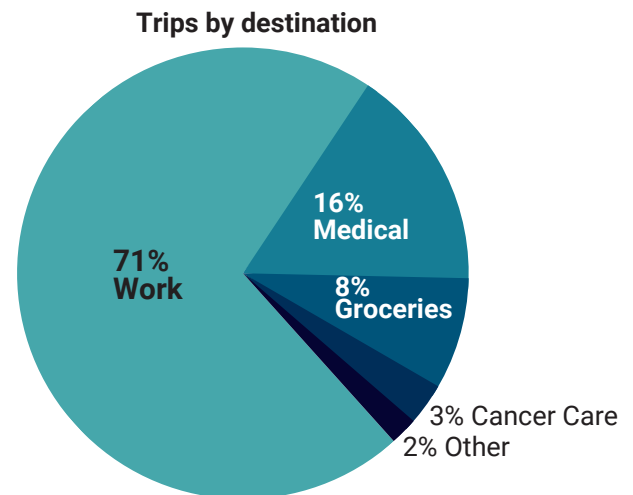


# Transportation

Transportation directly affects 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 Summary of Miles Driven:

- All YCCAC miles 302,988
- Number of trips 61,393
- Volunteer miles 191,428
- Volunteer trips 5,488



## **Our transportation services provide for many residents throughout York County.**

KITT	Service within the Town of Kennebunk on Tuesdays
Southern Maine Connector	Springvale to Saco, Monday – Friday
Orange Line	Sanford to Wells, 7 days/week
Sanford Transit	Springvale to South Sanford, Monday – Friday
The Wave	Providing primarily work trips within the Sanford, Wells, and Biddeford area M- F
Shoreline Explorer	Seasonal trolley service along the coast of York County
Volunteer Driver Program	Provides trips to medical appointments, supported by various funding sources
Veterans Transportation	Provides rides for veterans to medical & other necessary appointments
Cancer Care	Cancer Care – Transportation for any York County resident to cancer care services
York County Transport	Service one day/month for any York County resident to medical appointments, regardless of income



Volunteer Drivers play an essential role in YCCAC Transportation's capabilities.

Drivers receive mileage reimbursement and provide numerous trips to doctor's appointments or other essential appointments.

# Nasson Health Care



Nasson Health Care provides primary medical, dental and behavioral health care to residents of York County and surrounding communities.

By offering preventive care, as well as treatment for acute and chronic problems, Nasson is home to an integrated approach.

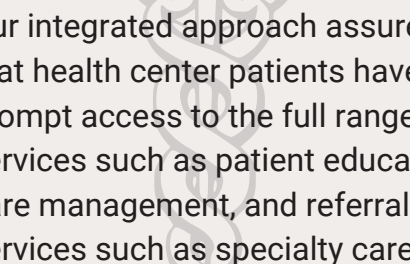


Along with the country's increasing focus on health care quality and cost comes a growing recognition of the important role that social determinants of health—such as housing, food security, education, and employment—play in the overall well-being of people and communities. Supporting good health and 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.

More than 28 million people nationally and 1 in 6 in Maine – rely on a Health Resources and Services Administration (HRSA)-funded health center for affordable, accessible primary health care.

Maine's Federally Qualified Health Centers indicate that:

- 210,000 Mainers were served
- \$16,000,000 was provided in uncompensated care
- Nasson served more than 7,000 patients in 2022



Our integrated approach assures that health center patients have prompt access to the full range of services such as patient education, care management, and referrals to services such as specialty care.



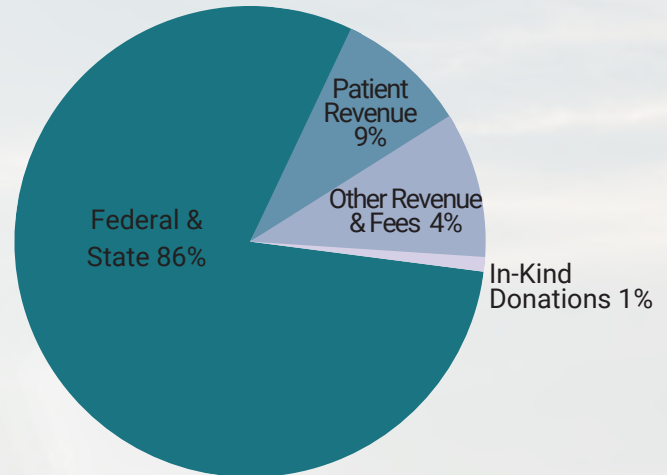


# York County Community Action Corporation

## Financial Summary - Fiscal Year ended 10.31.2022

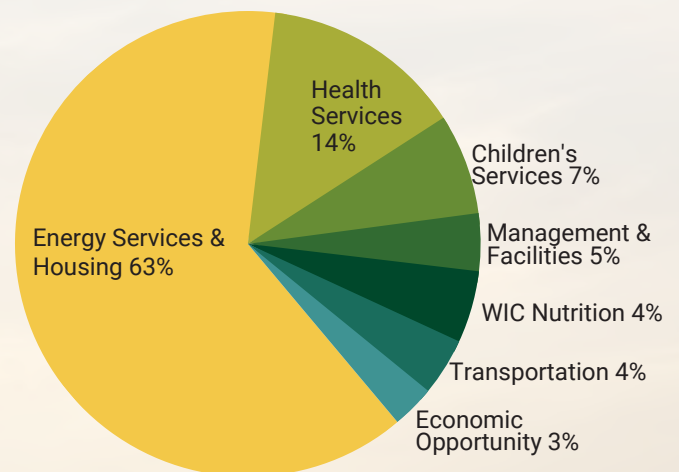
Source of Funds	Year ended 10.31.2022
Federal & State Grants	\$51,062,460
Patient Revenue	\$5,243,352
Other Revenue & Fees	\$2,514,280
In-Kind Donations	\$455,761
Total Revenue	\$59,275,853

Source of Funds



Program Investments	
Energy Services	\$37,053,174
Health Services	\$7,955,850
Children's Services	\$4,249,303
Transportation	\$2,647,421
Management & Facilities	\$3,174,993
WIC Nutrition	\$2,197,308
Economic Opportunity	\$1,591,424
Housing - PPA	406,380
Total Expenditures	\$59,275,853

Investments



## Locations & Contact Info

### 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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An Office of the  
Department of Health and Human Services