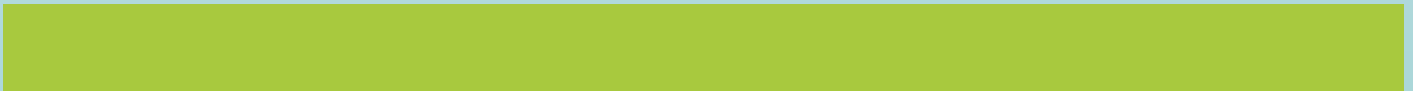


ANNUAL REPORT



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.

Executive Team

Carter Friend, Chief Executive Officer
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
Patty Locuratolo Hymanson
Liam LaFountain
Jane McCabe
Bill Mondor
Isabelle Palin
Megan Rochelo



A Message from our CEO & Board President



Carter Friend
CEO



Board of Directors, November 2023

Front Row: Lisa Carter, Ayn Hanselmann, President Claudette Dupee, Betsy Kelly, Patty Locuratolo Hymanson
Back Row: Liam LaFountain, Jean Walsh, Megan Rochelo, Jane McCabe, Will Hygh, Don Burns

This past year we have seen some very positive changes in York County. We have emerged from the pandemic. We have returned to very low unemployment rates. And we have continued to see more job opportunities and wage increases for many people.

But we also know that far too many people are not making ends meet. The United Ways of Maine's ALICE Report found that 40% of people in York County – almost 36,000 people – are not earning enough to afford their basic needs (such as housing, food and transportation). For some groups, this number is even higher – over 70% of families with single mothers are not making ends meet, and almost 60% of seniors. (You can find out more about the ALICE report's findings for York County in the box, below right).

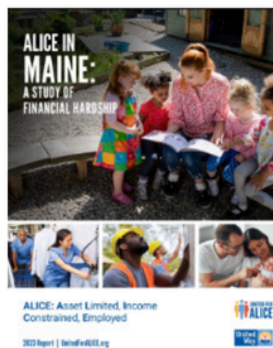
This is impacting our families, friends, neighbors and co-workers every day – even as it remains invisible to many. They are forced to choose between paying rent or mortgage, putting food on the table, buying glasses for a child, or getting another basic necessity. It is also impacting our communities. The number of people who are homeless or at risk of homelessness has increased dramatically in the past year, not just in the more urban ar-

reas, but throughout York County. York County Community Action's mission – that every person in our society will have the opportunity to succeed – is more critical than ever. This past year, our people and programs have been providing resources for those in need. Our staff has teamed up with families to provide nutrition for nursing parents, quality early childhood education for hundreds and worked with people to keep their homes warm, avoid foreclosure and even file their taxes.

We also worked closely with our partners county-wide to address these issues. For example, in December we helped lead a partnership of fourteen organizations (seven municipalities and seven social service and affordable housing agencies) that held a Legislative Summit on Homelessness. Attended by over

70 legislators and other leaders, the summit increased awareness of the growing trends and has led to important changes in York County and in the state, including increased funding for homeless shelters and services.

YCCAC will continue to improve people's lives in an ever-changing and challenging environment by delivering effective client/patient centered programs and services, innovating, and using data to measure our results while continuously enhancing the quality of our work. Our team of talented and committed staff members and robust network of partners are our strengths and imperative to building a stronger community. Together, we will work to ensure that everyone in York County has the opportunity to achieve economic well-being, social well-being and good health.



ALICE workers earn above the Federal Poverty Level but less than what it costs to make ends meet. These struggling households are forced to make impossible choices each day. ALICE Data is informing our programs and services while helping our staff understand underlying community issues. For more information: unitedforalice.org.

BY THE NUMBERS IN 2023

Our Mission

York County Community Action's mission is to alleviate the effects of poverty, to attack its underlying causes, and to promote the dignity and self-sufficiency of the people in York County, Maine.

In all, we've offered services, encouragement and support to thousands of your York County neighbors.

Our services include:

- Economic Opportunity
- Energy Services
- Children & Family Services
- Transportation
- Nasson Health Care

34,637

Family-style meals served



416

Energy Conservation Improvements



3,774

Women, infants and children accessed our WIC Programs



6,319

Individuals helped with fuel



1,475

People avoided eviction



75,071

Trips taken



399

New Mainers connected with a YCCAC program



312,233

Miles driven



3,070

Accessed Outreach Services

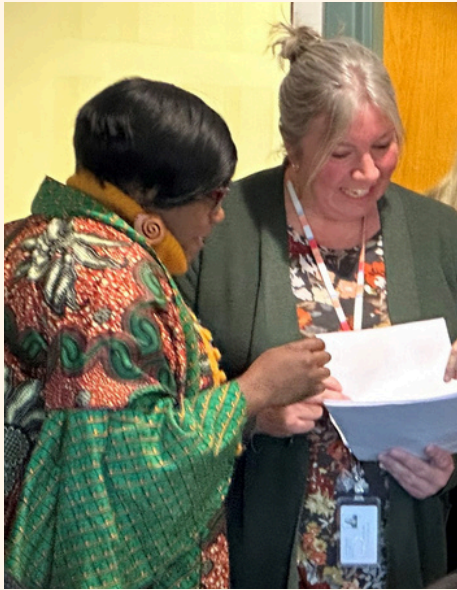


7,700

Patients seen at Nasson Health Care



Our Services & Service Providers



Our Outreach Workers coordinated with 4,522 clients to improve health and well-being.

If you were to walk into any one of our offices, you would find a dedicated team of people working to connect you with our programs and services.

Our programs are geared towards influencing healthy outcomes for our clients, patients and program participants and improving their lives.

We start by assessing a family's goals and acting as a resource for them. From WIC, our Women, Infants, and Children program which encourages healthy beginnings, working through our Early Head Start and Head Start programs for quality early childhood education, and through our other offerings, each staff member works to further our clients' and patients' well-being.



OUR FAMILY OF SERVICES



Programs Include

- Children's and Family Services
- Economic Opportunity
- Energy Services & Weatherization
- Transportation
- Nasson Health Care



Children's Services



Our Head Start and Early Head Start team is thoroughly dedicated to child development. The results back up what we experience each day: children who participate in Head Start programs receive innumerable benefits. These advantages appear immediately and can last a lifetime.

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.

Teachers, family liaisons, and parents work together to make sure every child is prepared to succeed in school and in life.

Our lessons are developed to match each child's social, emotional, physical, and educational growth. This way, they will feel confident and excited as they get ready for kindergarten and beyond!



Head Start by the Numbers:

- YCCAC Head Start and Early Head Start served 151 families and 163 children.
- 100% of children had a medical home.
- Our children are meeting and/or exceeding in each of these areas: Social Emotional, Physical, Language, Cognitive, Literacy, and Math Knowledge & Skills.
- 74% of children were up to date with primary care visits.
- 96% of children were up to date with immunizations.
- 34,637 Family Style Meals were served.



Early Head Start Locations

- Biddeford
- Saco
- Sanford

Head Start Locations

- Biddeford
- Saco
- Sanford



Children's Services

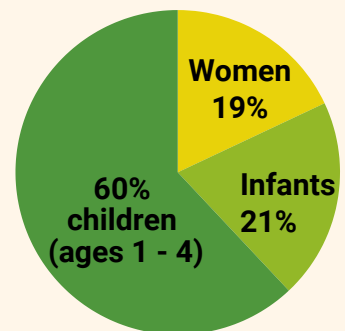


The Women, Infants, and Children (WIC) program is heralded as a public health success story. Since its inception, research has shown that WIC not only improves the lives of participating families but is cost-effective.

Thriving families start with a secure home and family. Our WIC team invests in each family's well-being by providing education, healthy food options, infant formula or breast pumps.

Through our WIC programs, we're able to connect young families with the services they need to provide healthy beginnings.

York County WIC Participants



York County WIC Nutrition Programs provided nutrition and breastfeeding education, nutritious foods, and healthcare referrals to 3,774 women, infants and children.

Our results include:

- Average number of Women, Infants, and Children who received WIC services monthly: 2,506
- \$47.43 average monthly benefit
- 75% redeemed for fruits and vegetables
- More than \$1,629,000 spent with York County grocers



Economic Opportunity

Our Economic Opportunity team works with individuals and families from all backgrounds to achieve financial security and independence.

Whether it's assistance with creating assets, counseling that leads to furthering education or acquiring a training certificate, or information on becoming a first-time homeowner, our Economic Opportunity Department can provide individuals with the tools to gain—or re-gain—financial stability.

Our Outreach Workers meet each situation with compassion and resources to guide our clients to the best path for them.



Programs include:

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

Community Investment results:

- 96 homes purchased through the Homebuyer Education and Matched Savings
- 1,475 individuals avoided eviction
- 268 individuals avoided foreclosure
- 3,070 people accessed outreach services
- 4,522 individuals demonstrated improved physical health and well-being
- 1,004 families received a total of over \$2,000,000 in IRS refunds through tax prep services
- 783 people or 344 families received emergency HOPE funds*

*Outreach workers use the HOPE fund for immediate or emergency client needs to bridge a gap. Many Hope Fund outlays are for less than \$200 and foster growth and sustainability.



Energy & Weatherization Services



Energy Services

- \$1,160 avg Home Energy Assistance Program benefit/HH
- 6,319 Individuals assisted
- 3,208 Households assisted
- 67% of households include an elderly person
- 40% of households include a disabled person



Weatherization

- 460 Energy conservation improvements
- 317 Central Heating Improvements made
- \$541,126 CHIP benefits provided
- 110 Heat Pump household services provided
- \$466,795 Heat Pump benefits provided
- \$383,104 Weatherization benefits provided



We offer a wide range of fuel and energy assistance programs to help eligible households keep their homes warm, safe, healthy and secure.

Our Home Energy Assistance Program can help eligible homeowners and renters with a wide range of fuel and energy assistance programs.

Weatherization services can help save money while providing improvements that lower energy consumption and increase overall energy efficiency.



Transportation

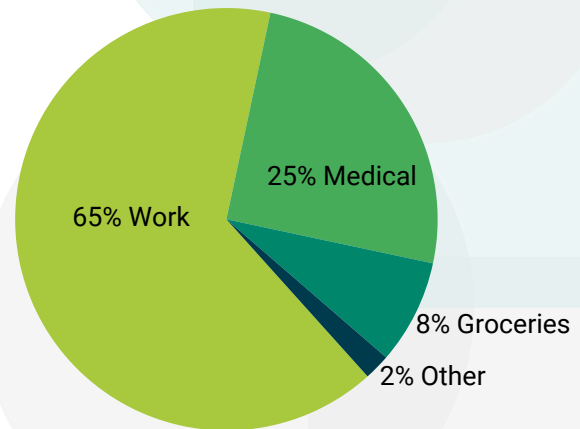
Transportation directly affects peoples' health, safety and financial well-being.

The benefits of transportation options are cross-generational: young people have more options to get to school, families can take public transit for errands or medical appointments and workers of all ages can easily commute to their jobs.

We know reliable transportation and the ability to get you where you need to go – work, shopping, school, medical appointments and other services – is critical to you, your family, neighbors and community.



Trips by destination



Our transportation services provide for residents throughout York County.

YCCAC Summary of Services Provided

- Agency Vehicle Miles 312,233
- Ridership 75,071
- Volunteer miles 183,133

-
- Ridership was up 12% from 2022.
 - MaineCare Trips were up 57%.

NEW!
We're now on Google Transit, Transit App and GO MAINE



Nasson Health Care

At Nasson Health Care, we provide primary medical, dental and behavioral health care to residents of York County and our surrounding communities.

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

Community health centers like Nasson, provide numerous services which address the social determinants of health including transportation, housing support, peer support groups, and food programs.

Our patients include a mix of those who are privately and publicly insured and uninsured. Last year we had over 34,000 visits, 2,025 new patients and saw nearly 1,500 patients who were at the risk of experiencing homelessness.



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.

Nasson is proud of it's work in the past year:

- Employ more than 20 medical providers.
- We served more than 7,700 patients in 2023.
- In 2024 we're increasing our dental care and behavioral health capabilities.



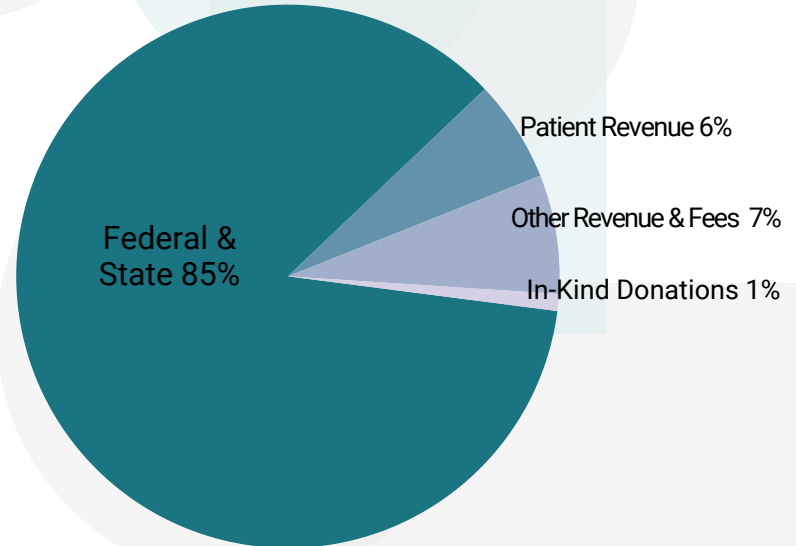
York County Community Action Corporation

Financial Summary - Fiscal Year ended 10.31.2023

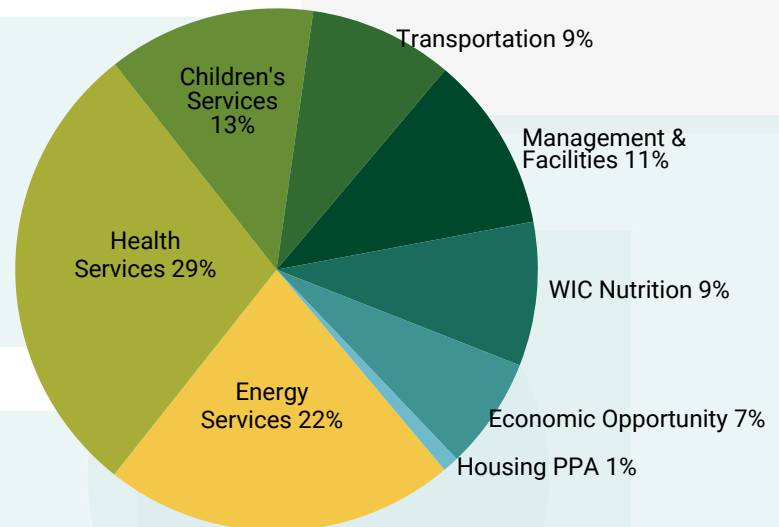
Source of Funds	
Federal & State Grants	25,666,810
Patient Revenue	1,876,586
Other Revenue & Fees	2,158,413
In-Kind Donations	445,587
Total Revenue	\$30,147,396

Program Investments	
Energy Services	6,830,578
Health Services	9,005,288
Children's Services	4,016,757
Transportation	2,746,111
Management & Facilities	3,396,032
WIC Nutrition	2,752,655
Economic Opportunity	2,064,135
Housing PPA	440,694
Total Expenditures	\$31,252,250

Source of Funds



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

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

info@yccac.org
yccac.org

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Maine Center for
Disease Control and Prevention
An Office of the
Department of Health and Human Services