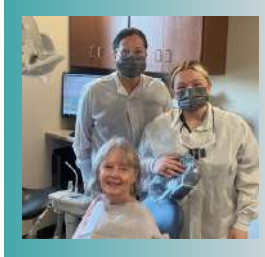


60
1965 - 2025



2024
Annual
Report



**Celebrating
six decades
of helping
our neighbors.**

**York
County
Community
Action
Corporation**

York County
**COMMUNITY
ACTION**
Corporation

A
message
from the
CEO



This year marks our 60th anniversary, as we celebrate six decades of unwavering commitment to creating pathways to prosperity for individuals and families in our community.

Our organization has evolved over the years in response to community needs. We are strategically focused on improving the well-being of people in York County. Our programs and services are designed to assist our neighbors in times when they are most vulnerable, offering opportunities to build a foundation for stability and success.

We understand local needs and invest in practical solutions that work, helping people help themselves and each other.

Our milestone anniversary is not just a celebration of our organization, but also of the countless lives that have been transformed through education, employment, comprehensive health care, housing, transportation, Head Start, WIC, Economic Opportunity and energy assistance, among other services. It is also proof of the power of collaboration. This success is possible thanks to our thoroughly dedicated staff, committed volunteers, a solid allegiance with our area partners, and the financial support of so many individuals, foundations and organizations.

While we honor our past, we also look ahead with renewed purpose. We know that for far too many, affording basic needs is a struggle. We remain determined to continue the work to support and uplift our clients and patients in making meaningful strides, opening doors and removing barriers so that every person in our community has the opportunity to thrive.

Thank you for being part of this journey. We carry forward with hope, resilience and a belief in our shared purpose that will guide the organization forward, working together.



Carter Friend
CEO

“2025 will mark our 60th anniversary as we celebrate six decades of unwavering commitment to creating opportunities for individuals and families in our community.”





Our Mission & Vision

Mission: YCCAC's mission is to ensure that all people in York County thrive. We work with our partners to meet urgent needs, create opportunities to succeed, promote well-being, and advocate for just policies and practices.

Vision: YCCAC's vision is for all people to have financial security, lead healthy lives, experience social wellness, and live in communities that prosper.

Executive Team

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

Our Board of Directors

Betsy Kelly, President
Will Hygh, Vice President
Ayn Hanselmann, Treasurer
Jane McCabe, Secretary
Claudette Dupee,
Immediate Past President

Lisa Carter
Jill Cramer
Grady Collins
Patty Locuratolo Hymanson
Liam LaFountain
Bill Mondor

Brooke Olum
Isabelle Palin
Rhonda Phillips-Perseille
Jean Walsh
David Wright



Pictured L to R, Rhonda Phillips-Perseille, Lisa Carter, Jill Cramer, Claudette Dupee, Brooke Olum, Ayn Hanselmann, Betsy Kelly, Will Hygh, Jane McCabe

Not pictured: Grady Collins, Patty Locuratolo Hymanson, Liam LaFountain, Bill Mondor, Isabelle Palin, Jean Walsh, David Wright

Who We Are

Our mission, vision and values statements provide the foundation for our organization; they guide our direction and align our staff, especially in uncertain times.

With that in mind, we've refined our mission statement to be one that more broadly speaks to our community goal of being an organization that fosters opportunities to thrive. Along with our revised mission statement, we have defined our value statements, those beliefs we hold to be true in our everyday lives.

Our first value statement is so essential that even though it has been the centerpiece for the previous 60 years of work, we wanted to further highlight it. We are client- and patient-centered, and with this as an overarching value, we will continue work to place the individuals, children and families who are our clients and patients at the center of our actions.

Our values center on clients and patients as partners, and guide us to act with integrity, respect every individual, embrace diversity and inclusion, foster innovation, collaborate for impact, advocate for change, deliver measurable results, and lead with purpose.

Guided by our mission and our values statements, with evidence and accountability, we will ensure that our work will deliver results and builds our community.



Our Programs Include

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



ECONOMIC OPPORTUNITY



OVERVIEW

Our Outreach Workers and Economic Opportunity staff are compassionate problem solvers, working to support our clients in ways that help them find a path forward.

Each day, Outreach Workers provide guidance and access to resources, establish work-related skills, develop goals and sometimes simply walk alongside individuals to provide options and offer ways to find greater stability, self-sufficiency and hope.

RESULTS

5,350

Number of individuals
Outreach Workers
supported.

Worked with clients to improve stability
and offer referrals to resources that
improve health and well-being.

Economic Opportunity Starts Here

Our Economic Opportunity Outreach Worker met recently with an 85-year-old resident who needed assistance with electric and fuel bills. After an initial meeting to assess the situation, our team reviewed potential resources. One avenue to pursue: The Property Tax Fairness Credit, which in turn led to a tax rebate. Once our client received the tax credit, it enabled her to afford other household expenses, including food and medication.

Another client is a single mom who met with our staff to problem-solve, as she faced financial hardship. After an initial meeting with our Energy Services Team, the client applied for the CHIP program, and then worked to problem solve, including establishing a new budget. With our team's support, she created a budget, which included an electricity payment plan. She learned about other available resources, including a nearby local food pantry that helped stretch her budget.

The supportive environment and learning about resources enables each of our clients to tackle financial hardships head on, and in both cases, the support they received helped them on a path to greater stability.

CHILDREN'S SERVICES



OVERVIEW

Our Children's Services include:

Head Start Programs
Women, Infants, and Children (WIC)
Whole Family Coaching
First4ME - Coaching

Changing Families' Lives

Our Children's Services providers have our mission as their passion; for many of them the work is a calling. It's also a lifeline for the children and families we serve – a partnership that is critical to our communities and provides lifelong benefits.

From early literacy to improved maternal health outcomes, our services result in a support system for the whole family.

By providing parents with the tools they need to nurture their children's development, nutritional education, and access to health services, we are able to provide learning environments that in turn help entire households bloom.

WIC RESULTS

100%

of the families received education on preventative medical and oral health.

3,922

Provided nutrition, breast-feeding education, nutritious foods, and healthcare referrals for 3,922 women, infants, and children.

WIC improves childhood outcomes:

- Reducing premature births, infant mortality and low birth weight.
- Improving infant feeding practices through the promotion of breastfeeding
- Having a positive effect on children's diet and diet-related outcomes

CHILDREN'S SERVICES



A Foundation for Life

We are proud of our Head Start (age 3 - 5 years) and Early Head Start (prenatal to age 3 years) programs that are critical for:

- **School readiness.** Children develop critical early learning and social-emotional skills.
- **Improving health outcomes.** Programs include health screenings, nutritious meals, and support for families accessing medical care.
- **Supporting families.** Working alongside parents as their children's first teachers and connecting families with resources.

RESULTS

- Promoted school-readiness and prepared children for kindergarten.
- 92% of Early Head Start children are meeting or exceeding expectations in all areas of School Readiness Goals.
- Head Start students scored 3.8 of 4 on social-emotional growth.

HEAD START PROGRAMS OVERVIEW

Early support increases long-term academic success, employment, and well-being. These programs lay a strong foundation for lifelong learning, health, and stability.

Total number
of children served: 161

Total number
of families served: 145

Cumulative enrollment:
Early Head Start: 66
Head Start Preschool: 95

92%

are meeting/exceeding
expectations for school
readiness goals.

22,600

Meals served

ENERGY SERVICES



OVERVIEW

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

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

Weatherization saves money while providing improvements that lower energy consumption and increase overall energy efficiency.

From Energy Services Clients:

"I have had Covid, two episodes of bronchitis, and three deaths in the family....There are no words to express how very grateful I am for all your assistance...during this time."

"Thank you for your tireless effort to serve those in need during critical winter cold months. It's not easy to service so many people with grace and patience. I am extremely appreciative of the help and also the kind and dignified manner extended."

RESULTS

- 7,385 Individuals helped with fuel
- 395 Energy Conservation improvements
- 395 clients were provided with Central Heating Improvements

67% of households included an elderly person

40% In 40% of households, at least one resident had a disability

TRANSPORTATION SERVICES



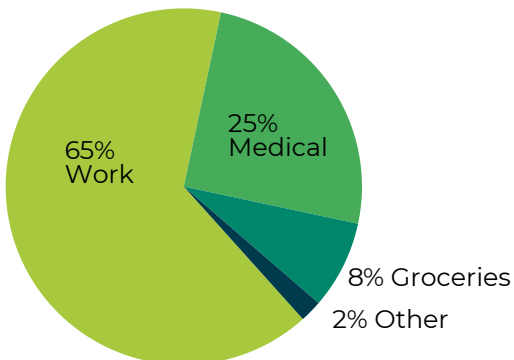
OVERVIEW

Getting people where they need to go is critical to the health and vitality of any community. 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 medical appointments and workers of all ages can easily commute to their jobs.

RESULTS

Number of Trips Provided: 84,672



From a Transportation Client:

To Our Volunteer Driver,

I just wanted to take a moment to sincerely thank you for all the care and dedication you've shown driving our preschool boys. Knowing they were in safe, reliable hands each day gave me so much peace of mind and truly made a difference in my daily routine. You've helped our family more than you probably realize, and I'm genuinely thankful for your help.

You're so special and we will miss you!

~ A grateful client

Agency Driven Miles 293,864

13% Ridership was up 13% over the previous year.

NASSON HEALTH CARE



OVERVIEW

We're proud to provide primary medical, dental and behavioral health care to residents of York County and the surrounding communities.

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

Community Health Centers like Nasson provide numerous services which address the social determinants of health (SDOH), including transportation, housing support, and food programs.

Nasson cares for patients who are privately and publicly insured, as well as those who are under-insured or uninsured.



More than 28 million people nationally -- and one in six in Maine -- rely on a Community Health Center for affordable, accessible primary health care. And we're glad to be able to offer care here in York County.

Nasson is proud of its work last year:

- We increased our dental care and behavioral health capabilities.
- 8% of patients were uninsured
- 22% of patients were living below the Federal Poverty Line

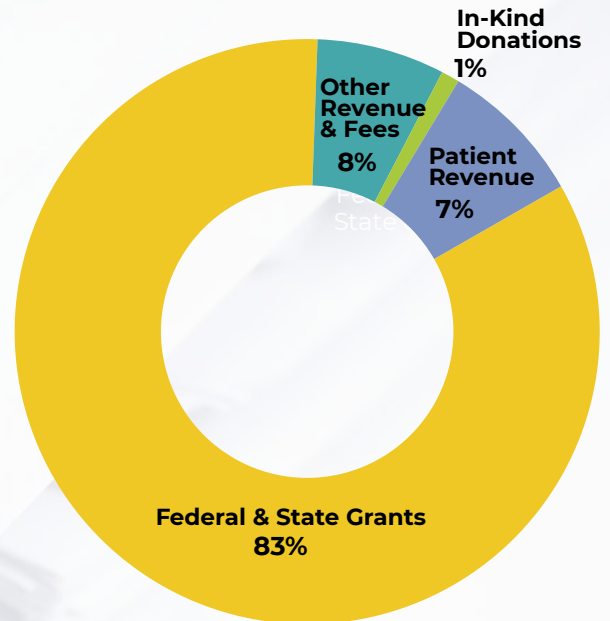
RESULTS

34,182 total visits

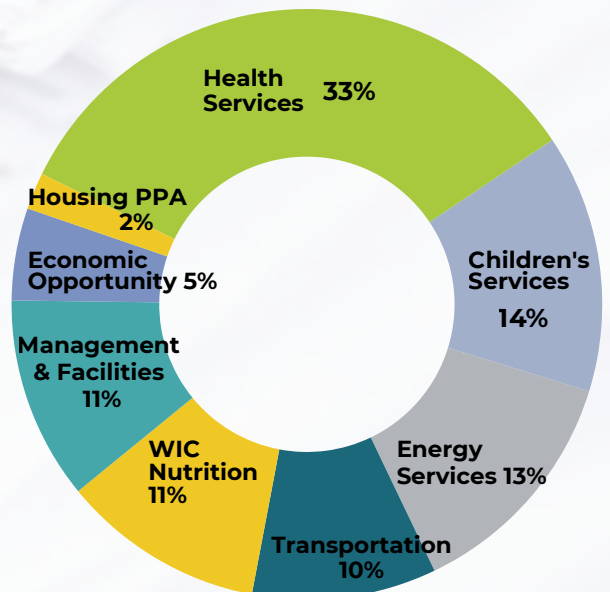
7,798 patients in 2024

Source of Funds		
Federal & State Grants	23,643,552	83%
Other Revenue & Fees	2,326,920	8%
Patient Revenue	2,065,833	7%
In-Kind Donations	326,384	1%
Total Revenue	28,362,689	
Expenditures		
Health Services	9,393,550	33%
Children's Services	4,071,349	14%
Energy Services	3,743,574	13%
WIC Nutrition	3,265,324	11%
Management & Facilities	3,150,493	11%
Transportation	2,986,033	10%
Dept of Economic Opportunity	1,398,322	5%
Housing PPA	494,736	2%
Total Expenditures	28,503,381	

Source of Funds



Investments





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

BIDDEFORD

357 Elm Street
Biddeford, ME 04005
207-283-2402
207-283-2410 FAX
207-490-1078 TTY

KITTERY

22 Shapleigh Road
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

Proudly partnering with:



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

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