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York County  
Community Action Corporation

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2015

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Annual Report

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## Leadership Message

This year, York County Community Action Corporation celebrates its 50th anniversary. On August 20, 1964, President Lyndon B. Johnson signed the Economic Opportunity Act, which provided funding for the creation of Community Action Agencies. Within a year, there would be more than a thousand CAA's nationwide, and by 1968 that number would climb to 1,600, covering two-thirds of the nation's counties. Today, there are just over 1,100 CAA's, serving the poor in every state as well as Puerto Rico and the Trust Territories.

We mark this milestone with appreciation of the hard work done by those who came before us and a renewed sense of purpose as we move forward. The mission of York County Community Action Corporation remains our guiding principle—"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." We—the staff and board, our dedicated volunteers and the many supporters and donors to our agency—are honored to continue the work that began so many years ago.

The Findings and Declaration of Purpose of the Economic Opportunity Act remain as vital today as when they were first proclaimed more than half a century ago: *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. It is, therefore, the policy of the United States to eliminate the paradox of poverty in the midst of plenty in this Nation by opening to everyone the opportunity for education and training, the opportunity to work, and the opportunity to live in decency and dignity.*

We are pleased to offer our 2015 Annual Report for your review.

*Claudette Dupee*

Claudette Dupee  
Board President

*Barbara Crider*

Barbara Crider  
Executive Director



1991

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# Board of Directors

Claudette Dupee	President
Donna Finneran	Vice President
Don Burns	Treasurer
Joan Nass	Secretary

Laurence Adams  
Lisa Carter  
Grady Collins  
David Dionne  
Betsy Kelly  
Jane McCabe  
Patrick McLaughlin  
Isabelle Palin  
Jenny Penney  
Nancy Phythyon  
Geoff Titherington  
David Wright

## Administrative Staff

Barbara Crider	Executive Director
Diane Laurendeau	Chief Financial Officer
Andrew Lederer	Operations/Special Initiatives Manager
Jami Kelly	Human Resource Director
Brad Bohon	Community Relations Director
Rebekah Hayes	Director of Strategic Planning & Program Development
Terrence McCarthy	Chief Information Officer



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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.



2002

## CHILDREN'S SERVICES

### Head Start & Early Head Start

Head Start and Early Head Start have played a major role in focusing the attention of the nation on the importance of early childhood development, especially in the first five years of life. In many ways, the programs have had an impact on child development and day care services; on the expansion of State and local activities for children; on the range and quality of services offered to young children and their families; and on the design of training program for those who staff such programs.

Head Start has led in efforts to improve the cognitive abilities of young children. Studies have indicated that Head Start children score higher than comparable non-Head Start children in preschool achievements tests that measure these abilities. The studies also show that Head Start children perform equal to or better than their peers when they enter regular school, and there are fewer grade retentions and special class placements.

The outreach and training efforts of Head Start programs have helped provide low-income parents with the knowledge and service they need to build a better life for their children. Direct engagement of parents in Head Start planning and policy-making has given families an active role in their child's education in how those services are delivered.

# MEASURING what matters

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Head Start's educational program is designed to meet each child's individual needs.

Head Start children receive hearing, vision and nutrition screenings . . .

. . . with appropriate referrals and resources offered to families when needed.

Meal time is an extension of learning by modeling language, conversation, social interaction and introducing new foods.



A mental health professional is available to every Head Start program and family.

An essential part of our program is the engagement of parents in program planning and operating activities.

Through participation in classes and workshops on child development and through staff visits to the home,

Parents and staff learn about the needs of each child and parents partner by doing educational activities that are carried out at home.



## WIC

### Women, Infants & Children

Since the early 1970s, many low income and breast feeding women in York County have been able to take care of themselves and their infants and young children with help from the WIC program—formally known as the Special Supplemental Nutrition Program for Women, Infants, and Children

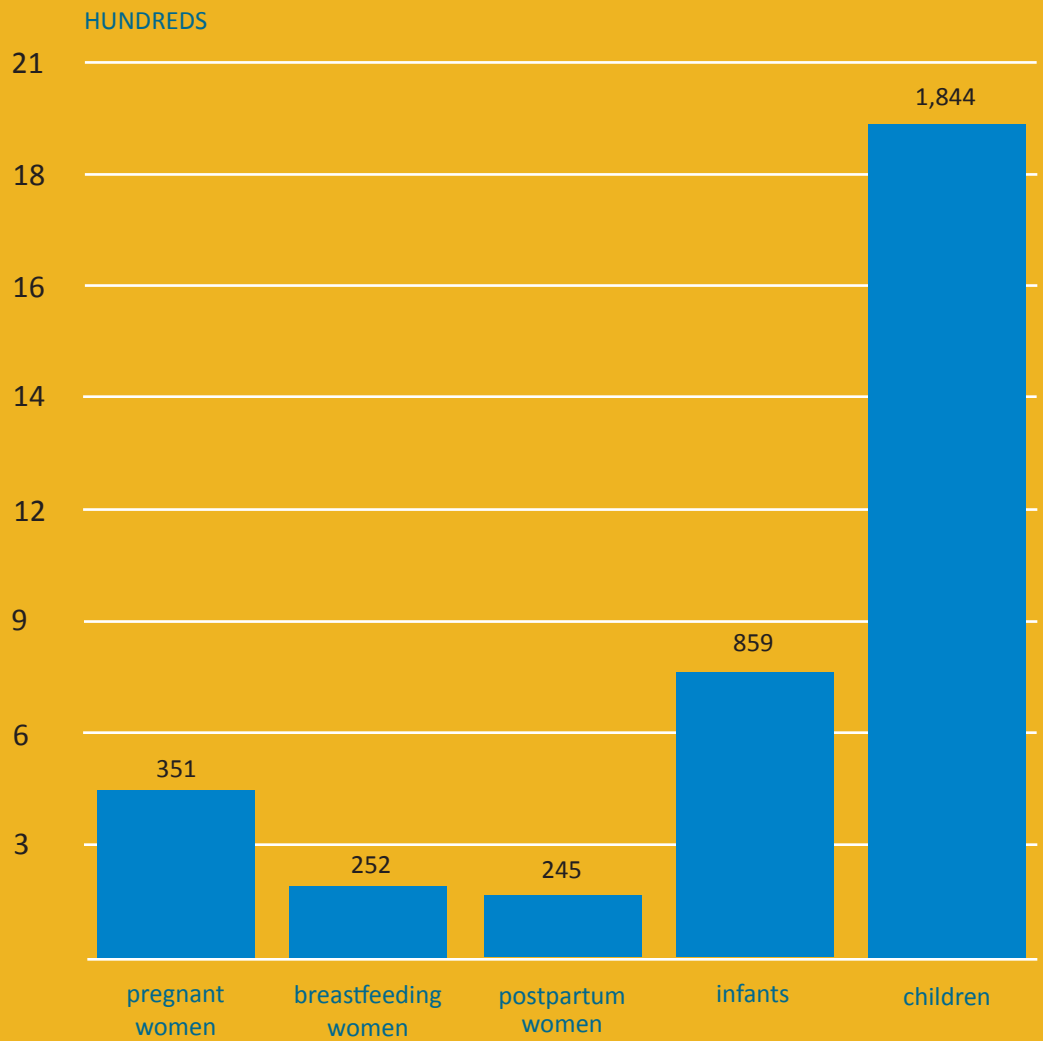
WIC was born as a 1972 amendment to the Child Nutrition Act of 1966. The aim of the program was—and still is—to provide healthy nutritional assistance to the people it serves. It's based on a simple idea: Pregnant women who follow good nutritional practices have healthy babies, while malnourished pregnant women have babies with low birth weight, poor nutrition, or other physical ailments.

As researchers learn more about how hardship early in life can shape kids' future, it's important to understand which interventions can help all kids have the same opportunities—no matter where or to whom they're born. WIC does just that. WIC provides nutritious foods, nutrition education, breast-feeding support, and referrals to health care and social services to more than 3,000 low-income pregnant and postpartum women, infants, and young children in York County.



## Monthly WIC Participation

The YCCAC WIC Program served 3,551 participants each month through 6 clinics in York County in 2015.



# HOUSING

## offering solutions to our clients

The YCCAC Housing Services program strengthens neighborhoods and enhances the quality of life for York County residents by expanding housing opportunities, promoting sound financial management, and providing assistance to help homeowners at risk of foreclosure. Our aim is to provide low and moderate-income residents of York County with the tools and resources they need to acquire or maintain safe and affordable housing—to have a place they can call “home.”

York County’s Housing program is designed to meet housing needs within the community. Our Home Ownership Educations classes, offered monthly, are available to anyone who wishes to purchase, or is in the process of purchasing, a home. Our HUD-approved Housing Counseling Assistance Program is staffed by Qualified Housing Counselors who can provide pre-purchase counseling, home-repair counseling, and assistance to individuals and families at risk of default or foreclosure.

In 2015, YCCAC’s Housing program provided 223 families with Housing Counseling. Homeownership Education had an enrollment of 177 York County residents for its 14 classes, and 54 people completed the Homebuyer Education online. And the Default Homeownership Assistance program provided 674 families with foreclosure prevention services.



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## WEATHERIZATION

### home weatherization saves energy and money

The Weatherization Assistance Program (WAP) enables low-income families to permanently reduce their energy bills by making their homes more energy efficient. Funds are used to improve the energy performance of dwellings using the most advanced technologies available in the housing industry. Common weatherization measures include: caulking and weather stripping around doors and windows; installing attic, wall, and floor insulation; and wrapping water heaters and pipes with insulating material.

For a family struggling to make ends meet, weatherization services can help them reduce their energy consumption by up to 35 percent—saving them more than \$400 on their heating and cooling bills in the first year alone. When a low-income household is spending upward of 15 percent to 20 percent of their total monthly income on energy costs—money that could be otherwise used to buy groceries or pay for education or health care costs—the weatherization of households is a clear benefit.

In low-income communities, weatherization creates jobs—more than 50 jobs per \$1 million invested, according to the US Department of Energy. And the lower electricity demand that results from weatherization means fewer illness-inducing power plant emissions are released into the air. That, in turn, means fewer doctor visits, fewer emergency room visits, and fewer hospitalizations for respiratory and heart ailments linked to power-plant pollution. The entire community benefits as a result.

In 2015, York County's Weatherization Services provided 385 homes, in 28 of the county's 29 towns and cities, with energy conservation improvements. These energy-saving upgrades included: attic insulation and venting, crawl-space insulation and venting, window replacement and repair, sidewall insulation, weather stripping/caulking, insulating heat ducts, wrapping pipes, furnace repair, and other draft reduction measures.

What happens when the heat goes off in mid-winter and there's no money to pay for heating fuel? It's not an uncommon problem for many low income families in southern Maine.

The Low-Income Home Energy Assistance Program (LIHEAP) provides money to help low-income homeowners and renters pay for heating costs. The LIHEAP program is not intended to pay for all heating costs, but to assist in paying the heating bills. York County residents who cannot afford to heat their homes, pay electric bills, or who would benefit from energy improvements such as new insulation, a new heating system, or energy efficient appliances, may be eligible for assistance.



## ENERGY SERVICES

### warming homes, protecting lives

Most LIHEAP households in Maine contain seniors, families with young children, and/or persons with disabilities. The majority of two-person households receiving assistance have incomes of less than \$15,000 per year. Also of note, fully 20 percent of LIHEAP households now contain veterans, including those recently returned from Iraq and Afghanistan, and families of active duty members.

In 2015, YCCAC's Energy Services program provided LIHEAP benefits to 3,485 York County households. The total payment for heating fuel was \$2,023,390, and for Emergency Crisis Intervention, \$125,281. The average household benefit was \$631.

In addition to helping keep the homes of low-income Mainers heated in winter, LIHEAP is a good investment that helps the economy. LIHEAP funding goes to businesses—including many small businesses—throughout southern Maine, which in turn helps the low-income families who are eligible for home heating fuel and utility assistance to partially cover their home energy costs.

# TRANSPORTATION

## your connection in southern Maine

The YCCAC Transportation Program's primary purpose is to promote self-sufficiency by providing York County residents with a means to get to work and/or services and resources which otherwise would not be accessible. Services are provided throughout York County, with reduced fares or free service available to eligible individuals. Providing safe, reliable, and affordable transportation options to York County

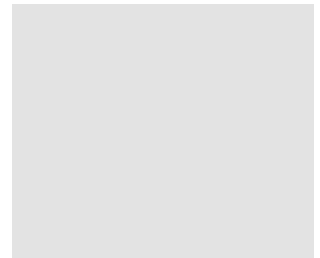


residents helps them connect with employment, training, grocery shopping, medical appointments, as well as other daily needs. For people without access to an automobile, for those who cannot drive due to age or disability, YCCAC's Transportation services provide a vital link, contributing to enhanced quality of life and self-sufficiency..

YCCAC Transportation operates year-round Bus and Van services, connecting major population centers in Sanford, Biddeford and

Wells, along with weekly routes serving the more rural areas of the 29 towns. Summer service is also provided through the Shoreline Explorer along the coast, connecting with three private trolley operators to form a network stretching from York to Kennebunkport, and Wells to Sanford.

With a group of dedicated Volunteer Drivers, YCCAC Transportation is further able to meet the needs of riders who cannot access any of the Bus or Van services described above. Using their own vehicles, these screened and trained volunteers provide a critical component of our client-centered service.



# COMMUNITY OUTREACH

## building bridges of hope

York County's Community Outreach program connects those in need with those who can help through financial assistance, referrals, and education. Community Outreach can provide information and referral, advocacy, and emergency assistance for shelter, utilities, heat, or food. Outreach workers can also help with long-term goals like establishing or repairing personal credit, managing a budget, and building assets.

Community Outreach provides York County residents with assistance for issues ranging from hunger and homelessness to domestic abuse and legal advocacy. Much of the work performed involves helping vulnerable persons avoid negative outcomes. An Outreach worker might help an elder obtain Social Security assistance, or a young man who recently lost his job through no fault of his own obtain unemployment benefits—work for which an economic impact is easy to calculate. But the Outreach worker may also help a young mother escape an abusive marriage, or help get a family of four some new furniture after losing their home to fire—the economic value of which is more difficult to quantify.



In 2015, the IRS-sponsored Volunteer Income Tax Assistance (VITA), a program of Community Outreach's York County CASH (Creating Assets, Savings & Hope), helped 433 York County families complete their tax returns. Of these filers, 294 (57 percent) were Earned Income Tax Credit (EITC)-eligible—one of the highest rates in the country! The average adjusted gross income was \$16,787. The total federal refund was \$775,616, for an average filer refund of \$2,166.35. The total State refund was \$127,388. Combined, the results totaled \$938,031. The total EITC was \$464,992, for an average filer EITC of \$1,582. York County filers who took advantage of this program saved on average \$178 in tax prep fees.

Community Outreach connects people in need with programs and services that offer help through financial assistance, referrals, education, and advocacy.



**Community Outreach**

**Pathways to Prosperity**

**York County CASH**

**Access to Justice**

Pathways to Prosperity combines affordable, transitional housing opportunities with ongoing case management and CA\$H Coaching, to assist families to achieve greater financial independence.



York County CASH helps people achieve greater financial stability by providing tools and presenting opportunities. CASH can help you find ways to save more money, pay down debt, build or maintain your assets, and plan for your future.



Access to Justice offers assistance to individuals who are representing themselves in family law matters, with the goal of assuring they have the information, assistance and advocacy they need to have a productive experience in the judicial system.





For more than forty-five years, community health centers have delivered comprehensive, high-quality primary health care to patients throughout the nation. Health centers provide a voice in the community to promote the unique health care needs of the areas they serve. An integral source of local employment and economic growth, community health centers employ more than 138,000 individuals nationwide, including nearly 10,000 physicians and 7,000 nurse practitioners, physician assistants and certified nurse midwives in a “multi-disciplinary clinical workforce designed to treat the whole patient through culturally competent, accessible, and integrated care.” In 2011, community health centers provided care to 20.2 million patients throughout the U.S., including 181,171 people, right here in Maine.

## NASSON HEALTH CARE a medical home model of care

Nasson Health Care provides primary medical, dental and behavioral health care to residents of York County and neighboring communities. We offer preventive care as well as treatment for acute and chronic problems. We also offer patient education, care management and referrals to services such as specialty care and transportation. Our integrated approach assures that health center patients have prompt access to our full range of services as needs arise.



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# FACTS

## and numbers

Community Health Centers save the U.S. health care system more than \$17 billion a year by providing affordable, preventive health care to low-income, uninsured people who may rely on hospital emergency rooms as a source of care. \$18 billion is wasted annually on avoidable visits to emergency rooms that could have been redirected to a Community Health Center.

Community Health Centers generate \$12.6 billion in economic benefits for low-income, rural and inner city communities and create 143,000 jobs in America's most economically challenged neighborhoods.

The White House Office of Management and Budget has ranked Community Health Centers as one of the 10 most effective government programs – a designation earned by only six percent of all federal programs

The American Academy of Family Physicians' Robert Graham Center recently found that the total cost of care for Community Health Center patients is 41% lower annually than the total cost of care for patients of other providers.

Fewer newborn babies die in communities that have a Community Health Center. Health centers have reduced infant mortality rates by up to 40 percent.

Women who receive care at Community Health Centers are more up to date with Pap tests, mammograms and clinical breast exams than other low-income and uninsured women.



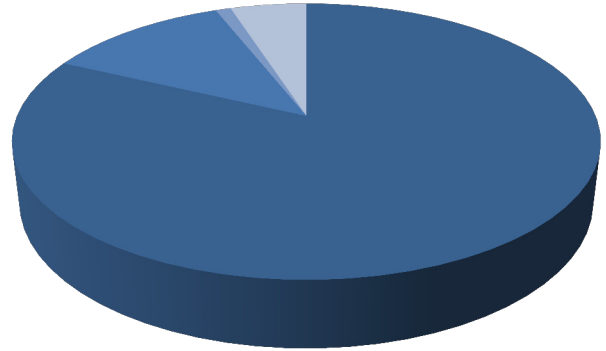
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# FINANCIAL SUMMARY

for the fiscal year ended October 31, 2015

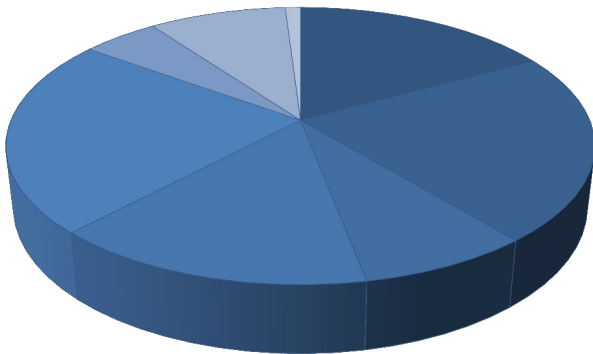
## Sources of Funds

Federal and State Grants	\$13,141,626
Program Income and Fees	\$ 1,963,563
Other Revenues	\$ 98,302
In Kind Contributions	\$ 752,531
 Total Revenue	 \$15,956,022



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## Expenditures



Transportation	\$2,756,790
Head Start & Children's Services	\$3,487,132
Energy Programs	\$1,246,716*
Women, Infant & Children Program	\$2,419,350
Health Services	\$3,708,279
Dept. of Economic Opportunity	\$ 778,499
Management & Facilities	\$1,521,063
Resource Development	\$ 38,193
 Total Expenditures	 \$15,956,022

\* Energy Assistance operating costs. LIHEAP payments to vendors totaled \$2,148,671.

# YCCAC LOCATIONS

## SANFORD

6 Spruce Street, P.O. Box 72  
Sanford, ME 04073  
207 324-5762  
1 800 965-5762 TOLL FREE  
490-5026 FAX  
490-1078 TTY



## BIDDEFORD

15 York Street  
Building 9, Suite #2  
Biddeford, ME 04005  
207 283-2402  
207 283-2410 FAX  
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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