

2020 Report of Services for the Community of Allagash (Inc. Dickey)



By the numbers...

71

number of occasions ACAP provided services to
Town Name residents in 2020

\$86,822.82

total invested in supporting individuals and families in **Allagash (Inc. Dickey)**
between October 1, 2019 and September 30, 2020

Comprehensive Service Approach

Our entire team is committed to this delivery model ensuring clients are connected to all of the programs and services that they need. ACAP Coaching Services are available to individuals and families. Our coaches work with clients on overcoming challenges and identify pathways to achieving their goals. Coaches work alongside individuals and families offering guidance and support along the way.



Early Care & Education

We provide families with comprehensive and affordable high quality prenatal, infant, toddler and preschool education, and child development programs.



Economic Development

We provide resources to assist individuals and families reach their goals. Our team provides the supports and resources to help achieve economic stability and sustainability.



Energy & Housing

We keep people warm, safe, and dry in their homes with a variety of programs that offer education or assistance in the areas of heating, energy efficiency, home purchase, repair and assistance for those facing foreclosure or eviction.



Prevention & Wellness

We build a stronger, healthier community by partnering with local and statewide organizations to offer prevention services that focus on nutrition, oral health, substance use, tobacco, and obesity.

Aroostook County Action Program, Inc. provides services and resources that help families achieve greater economic independence. As a lead or in partnership with others, ACAP strengthens the community by responding to human need.

ACAP served HOUSEHOLDS in Allagash (Inc. Dickey) as follows:

	43	Households received financial assistance to heat their home through the Home Energy Assistance Program (HEAP).	\$33,433
	*	Households were provided a comprehensive energy audit. The results of which determine energy conservation measures that were completed.	*
	2	Households had repair work completed on their home to ensure they could live safely.	\$9,994.14
	1	Households received assistance for repairing or replacing dangerous or malfunctioning heating systems.	\$264.91
	8	Households received financial assistance through the Energy Crisis Intervention Program (ECIP) to obtain emergency fuel delivery or prevent an electrical disconnect	\$29,973.39
	1	Households, otherwise not eligible for support through Federal or State programs, received assistance to get them through emergency with emergent needs including food, shelter, or fuel assistance.	\$247.90

ACAP served YOUTH in Allagash (Inc. Dickey) as follows:

	8	Families received education and food vouchers to assist children at nutritional risk, or pregnant or nursing women. The food vouchers are redeemed at local grocery stores for fruits, vegetables, dairy and whole grain products.	\$5,339.57
	*	Youth and Adults were provided education, resources, and evidence-based programming for reducing the use of alcohol, marijuana, and drug use.	*
	*	Moms received Breastfeeding Education and Support to encourage breastfeeding as primary source of infant nutrition.	*
	*	Families were provided education and activities that contribute to obesity prevention and overall health, all to improve the likelihood that families will make healthy food choices and choose physically active lifestyles. <i>(This program is only in Southern Aroostook County, per funding guidelines.)</i>	*
	*	Families were provided comprehensive services (coaching), including personal guidance, support and advocacy, as well as home energy reduction, financial literacy, job training, education and assistance securing employment, among others.	*

**In columns throughout this report where no units or service of investment amount is noted, that specific service was not accessed by members of your community in 2020. We have included these in your report to make you aware of these services as you work with individuals and families in your community who may benefit.*

ACAP served FAMILIES in Allagash (Inc. Dickey) as follows:

	*	Youth age 13 to 18 were assisted to address the harm they caused and repair their relationship with the community through the County Restorative Practice Program.	*
	*	Young adults age 16 to 24 took part in financial literacy classes as part of the Improving Outcomes for Youth Program.	*
	*	Children in preschool through grade 5 received dental sealants at no cost through our oral health program, which operates on-site at all County public elementary schools.	*
	*	Children in preschool through grade 5 were provided clinical assessments, dental cleanings, and other oral health care through our Kids Integrated Dental Services Program.	*
	*	Children ages three and four received comprehensive Head Start services through a licensed ACAP Early Care and Education Center.	*
	*	Children or Moms-to-be participated in ACAP's Early Head Start program that provides comprehensive child development services, prenatally through age three.	*
	*	Children infancy to six years of age enrolled in ACAP's licensed childcare facilities.	*
	1	Children provided with food meeting USDA nutritional guidelines at licensed child care facilities through the Child Care Food Program.	\$776.13
	4	Youth engaged in activity to encourage healthy behaviors to reduce childhood obesity.	\$32.58

ACAP served ADULTS in Allagash (Inc. Dickey) as follows:

	*	Individuals were provided assistance to train for future employment through Workforce Innovation Opportunity Act Fund.	*
	2	Adults provided assistance to train for future employment through Workforce Innovation Opportunity Funds after a job loss.	\$6,513.30
	*	Individuals took part in the hoMEworks Homebuyer Education Class.	*
	*	Individuals were provided Homeownership Support counseling because they were at risk of falling behind on their mortgage payments or facing foreclosure	*

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All of our services are reflected in our 2021 Directory of Services.

Aroostook County Collectively:

	209	Adults received free individualized assistance on all aspects of the Healthcare Marketplace including determining eligibility, comparing options, accessing tax credits and applying for coverage.	\$8,585
	110	Youth Age 12 to 14 were trained to engage their peers in a conversations about the risks associated with tobacco use.	\$200,991
	33	Households provided assistance replacing home heating oil tanks that were considered high risk of discharging oil into the environment.	\$101,847
	46	Children between the ages of 3 and 5 with developmental disabilities were provided specially designed instruction and educational support through ACAP's Early Intervention Services.	\$400,000

Response to the COVID 19 Pandemic:

- Over 100 households with job loss supported through the home energy assistance program.
- 794 payments totaling over \$710,000 made to landlords to ensure renters in Aroostook County remain safely in their home from April 16 to September 30, 2020. There were 430 applications to the COVID-19 Rental Assistance Program. These households all rented a home or apartment in Aroostook County and attested to the inability to pay rent due to a reduction in income due to Covid-19.
- Provision of temporary overflow shelter created with partners at MaineHousing, University of Maine at Presque Isle, Aroostook Emergency Management Association, City of Presque Isle and Homeless Services of Aroostook. Between April 9-June 30, 2020. Individuals were cared for with 557 shelter bed nights and 1630 meals. Fifteen individuals were housed in the Hope and Prosperity Wellness Shelter.
- Utility assistance provided to 196 households through Emergency Food and Shelter CARES Act Funding locally administered by United Way of Aroostook.
- Distribution of dental kits to 4,000 children county wide.
- Guidance on workforce or employment assistance to individuals through almost 400 calls.
- Access to over 100,500 meals prepared and delivered to families with young children throughout Aroostook County.
- Diapers and wipes distributed to 134 households.
- Coaching support made available for existing clients and 172 new clients, many of whom were requesting assistance for the first time.
- WIC benefits provided to 80 new families.
- Garden kits delivered to 250 kids through Snap-Ed and Let's Go Program.

These COVID-19 Pandemic numbers are from March 15 to July 15, 2020, unless otherwise noted.



Aroostook County Action Program

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2020 Report of Services for the Community of Amity (Inc. Cary)



By the numbers...

62

number of occasions ACAP provided services to
Town Name residents in 2020

\$62,254.70

total invested in supporting individuals and families in **Amity (Inc. Cary)**
between October 1, 2019 and September 30, 2020

Comprehensive Service Approach

Our entire team is committed to this delivery model ensuring clients are connected to all of the programs and services that they need. ACAP Coaching Services are available to individuals and families. Our coaches work with clients on overcoming challenges and identify pathways to achieving their goals. Coaches work alongside individuals and families offering guidance and support along the way.



Early Care & Education

We provide families with comprehensive and affordable high quality prenatal, infant, toddler and preschool education, and child development programs.



Economic Development

We provide resources to assist individuals and families reach their goals. Our team provides the supports and resources to help achieve economic stability and sustainability.



Energy & Housing

We keep people warm, safe, and dry in their homes with a variety of programs that offer education or assistance in the areas of heating, energy efficiency, home purchase, repair and assistance for those facing foreclosure or eviction.



Prevention & Wellness

We build a stronger, healthier community by partnering with local and statewide organizations to offer prevention services that focus on nutrition, oral health, substance use, tobacco, and obesity.

Aroostook County Action Program, Inc. provides services and resources that help families achieve greater economic independence. As a lead or in partnership with others, ACAP strengthens the community by responding to human need.

ACAP served HOUSEHOLDS in Amity (Inc. Cary) as follows:

	44	Households received financial assistance to heat their home through the Home Energy Assistance Program (HEAP).	\$33,637
	*	Households were provided a comprehensive energy audit. The results of which determine energy conservation measures that were completed.	*
	*	Households had repair work completed on their home to ensure they could live safely.	*
	3	Households received assistance for repairing or replacing dangerous or malfunctioning heating systems.	\$17,833.89
	1	Households received financial assistance through the Energy Crisis Intervention Program (ECIP) to obtain emergency fuel delivery or prevent an electrical disconnect	\$362.16
	2	Households, otherwise not eligible for support through Federal or State programs, received assistance to get them through emergency with emergent needs including food, shelter, or fuel assistance.	\$676.92

ACAP served YOUTH in Amity (Inc. Cary) as follows:

	3	Families received education and food vouchers to assist children at nutritional risk, or pregnant or nursing women. The food vouchers are redeemed at local grocery stores for fruits, vegetables, dairy and whole grain products.	\$2,002.34
	*	Youth and Adults were provided education, resources, and evidence-based programming for reducing the use of alcohol, marijuana, and drug use.	*
	2	Moms received Breastfeeding Education and Support to encourage breastfeeding as primary source of infant nutrition.	\$428.58
	1	Families were provided education and activities that contribute to obesity prevention and overall health, all to improve the likelihood that families will make healthy food choices and choose physically active lifestyles. <i>(This program is only in Southern Aroostook County, per funding guidelines.)</i>	\$163.75
	*	Families were provided comprehensive services (coaching), including personal guidance, support and advocacy, as well as home energy reduction, financial literacy, job training, education and assistance securing employment, among others.	*

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ACAP served FAMILIES in Amity (Inc. Cary) as follows:

	*	Youth age 13 to 18 were assisted to address the harm they caused and repair their relationship with the community through the County Restorative Practice Program.	*
	*	Young adults age 16 to 24 took part in financial literacy classes as part of the Improving Outcomes for Youth Program.	*
	*	Children in preschool through grade 5 received dental sealants at no cost through our oral health program, which operates on-site at all County public elementary schools.	*
	*	Children in preschool through grade 5 were provided clinical assessments, dental cleanings, and other oral health care through our Kids Integrated Dental Services Program.	*
	*	Children ages three and four received comprehensive Head Start services through a licensed ACAP Early Care and Education Center.	*
	*	Children or Moms-to-be participated in ACAP's Early Head Start program that provides comprehensive child development services, prenatally through age three.	*
	*	Children infancy to six years of age enrolled in ACAP's licensed childcare facilities.	*
	2	Children provided with food meeting USDA nutritional guidelines at licensed child care facilities through the Child Care Food Program.	\$1,552.26
	*	Youth engaged in activity to encourage healthy behaviors to reduce childhood obesity.	*

ACAP served ADULTS in Amity (Inc. Cary) as follows:

	1	Individuals were provided assistance to train for future employment through Workforce Innovation Opportunity Act Fund.	\$2,176.33
	*	Adults provided assistance to train for future employment through Workforce Innovation Opportunity Funds after a job loss.	*
	*	Individuals took part in the hoMEworks Homebuyer Education Class.	*
	*	Individuals were provided Homeownership Support counseling because they were at risk of falling behind on their mortgage payments or facing foreclosure	*

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Aroostook County Collectively:

	209	Adults received free individualized assistance on all aspects of the Healthcare Marketplace including determining eligibility, comparing options, accessing tax credits and applying for coverage.	\$8,585
	110	Youth Age 12 to 14 were trained to engage their peers in a conversations about the risks associated with tobacco use.	\$200,991
	33	Households provided assistance replacing home heating oil tanks that were considered high risk of discharging oil into the environment.	\$101,847
	46	Children between the ages of 3 and 5 with developmental disabilities were provided specially designed instruction and educational support through ACAP's Early Intervention Services.	\$400,000

Response to the COVID 19 Pandemic:

- Over 100 households with job loss supported through the home energy assistance program.
- 794 payments totaling over \$710,000 made to landlords to ensure renters in Aroostook County remain safely in their home from April 16 to September 30, 2020. There were 430 applications to the COVID-19 Rental Assistance Program. These households all rented a home or apartment in Aroostook County and attested to the inability to pay rent due to a reduction in income due to Covid-19.
- Provision of temporary overflow shelter created with partners at MaineHousing, University of Maine at Presque Isle, Aroostook Emergency Management Association, City of Presque Isle and Homeless Services of Aroostook. Between April 9-June 30, 2020. Individuals were cared for with 557 shelter bed nights and 1630 meals. Fifteen individuals were housed in the Hope and Prosperity Wellness Shelter.
- Utility assistance provided to 196 households through Emergency Food and Shelter CARES Act Funding locally administered by United Way of Aroostook.
- Distribution of dental kits to 4,000 children county wide.
- Guidance on workforce or employment assistance to individuals through almost 400 calls.
- Access to over 100,500 meals prepared and delivered to families with young children throughout Aroostook County.
- Diapers and wipes distributed to 134 households.
- Coaching support made available for existing clients and 172 new clients, many of whom were requesting assistance for the first time.
- WIC benefits provided to 80 new families.
- Garden kits delivered to 250 kids through Snap-Ed and Let's Go Program.

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2020 Report of Services for the Community of Ashland (Inc. Sheridan)



By the numbers...

908

number of occasions ACAP provided services to
Town Name residents in 2020

\$258,846.34

total invested in supporting individuals and families in **Ashland (Inc. Sheridan)**
between October 1, 2019 and September 30, 2020

Comprehensive Service Approach

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Early Care & Education

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Economic Development

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Energy & Housing

We keep people warm, safe, and dry in their homes with a variety of programs that offer education or assistance in the areas of heating, energy efficiency, home purchase, repair and assistance for those facing foreclosure or eviction.



Prevention & Wellness

We build a stronger, healthier community by partnering with local and statewide organizations to offer prevention services that focus on nutrition, oral health, substance use, tobacco, and obesity.

Aroostook County Action Program, Inc. provides services and resources that help families achieve greater economic independence. As a lead or in partnership with others, ACAP strengthens the community by responding to human need.

ACAP served HOUSEHOLDS in Ashland (Inc. Sheridan) as follows:

	86	Households received financial assistance to heat their home through the Home Energy Assistance Program (HEAP).	\$63,620
	1	Households were provided a comprehensive energy audit. The results of which determine energy conservation measures that were completed.	\$8,086.30
	2	Households had repair work completed on their home to ensure they could live safely.	\$48,000.00
	6	Households received assistance for repairing or replacing dangerous or malfunctioning heating systems.	\$20,838.21
	9	Households received financial assistance through the Energy Crisis Intervention Program (ECIP) to obtain emergency fuel delivery or prevent an electrical disconnect	\$2,962.21
	2	Households, otherwise not eligible for support through Federal or State programs, received assistance to get them through emergency with emergent needs including food, shelter, or fuel assistance.	\$622.80

ACAP served YOUTH in Ashland (Inc. Sheridan) as follows:

	26	Families received education and food vouchers to assist children at nutritional risk, or pregnant or nursing women. The food vouchers are redeemed at local grocery stores for fruits, vegetables, dairy and whole grain products.	\$17,353.61
	*	Youth and Adults were provided education, resources, and evidence-based programming for reducing the use of alcohol, marijuana, and drug use.	*
	2	Moms received Breastfeeding Education and Support to encourage breastfeeding as primary source of infant nutrition.	\$428.58
	*	Families were provided education and activities that contribute to obesity prevention and overall health, all to improve the likelihood that families will make healthy food choices and choose physically active lifestyles. <i>(This program is only in Southern Aroostook County, per funding guidelines.)</i>	*
	4	Families were provided comprehensive services (coaching), including personal guidance, support and advocacy, as well as home energy reduction, financial literacy, job training, education and assistance securing employment, among others.	\$2,311.92

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ACAP served FAMILIES in Ashland (Inc. Sheridan) as follows:

	1	Youth age 13 to 18 were assisted to address the harm they caused and repair their relationship with the community through the County Restorative Practice Program.	\$3,928.57
	*	Young adults age 16 to 24 took part in financial literacy classes as part of the Improving Outcomes for Youth Program.	*
	75	Children in preschool through grade 5 received dental sealants at no cost through our oral health program, which operates on-site at all County public elementary schools.	\$2,092.03
	44	Children in preschool through grade 5 were provided clinical assessments, dental cleanings, and other oral health care through our Kids Integrated Dental Services Program.	\$2,150.73
	2	Children ages three and four received comprehensive Head Start services through a licensed ACAP Early Care and Education Center.	\$29,048.00
	1	Children or Moms-to-be participated in ACAP's Early Head Start program that provides comprehensive child development services, prenatally through age three.	\$29,048.00
	*	Children infancy to six years of age enrolled in ACAP's licensed childcare facilities.	*
	28	Children provided with food meeting USDA nutritional guidelines at licensed child care facilities through the Child Care Food Program.	\$21,731.64
	600	Youth engaged in activity to encourage healthy behaviors to reduce childhood obesity.	\$4,887.72

ACAP served ADULTS in Ashland (Inc. Sheridan) as follows:

	*	Individuals were provided assistance to train for future employment through Workforce Innovation Opportunity Act Fund.	*
	*	Adults provided assistance to train for future employment through Workforce Innovation Opportunity Funds after a job loss.	*
	10	Individuals took part in the hoMEworks Homebuyer Education Class.	\$788.50
	1	Individuals were provided Homeownership Support counseling because they were at risk of falling behind on their mortgage payments or facing foreclosure	\$1,000.00

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Aroostook County Collectively:

	209	Adults received free individualized assistance on all aspects of the Healthcare Marketplace including determining eligibility, comparing options, accessing tax credits and applying for coverage.	\$8,585
	110	Youth Age 12 to 14 were trained to engage their peers in a conversations about the risks associated with tobacco use.	\$200,991
	33	Households provided assistance replacing home heating oil tanks that were considered high risk of discharging oil into the environment.	\$101,847
	46	Children between the ages of 3 and 5 with developmental disabilities were provided specially designed instruction and educational support through ACAP's Early Intervention Services.	\$400,000

Response to the COVID 19 Pandemic:

- Over 100 households with job loss supported through the home energy assistance program.
- 794 payments totaling over \$710,000 made to landlords to ensure renters in Aroostook County remain safely in their home from April 16 to September 30, 2020. There were 430 applications to the COVID-19 Rental Assistance Program. These households all rented a home or apartment in Aroostook County and attested to the inability to pay rent due to a reduction in income due to Covid-19.
- Provision of temporary overflow shelter created with partners at MaineHousing, University of Maine at Presque Isle, Aroostook Emergency Management Association, City of Presque Isle and Homeless Services of Aroostook. Between April 9-June 30, 2020. Individuals were cared for with 557 shelter bed nights and 1630 meals. Fifteen individuals were housed in the Hope and Prosperity Wellness Shelter.
- Utility assistance provided to 196 households through Emergency Food and Shelter CARES Act Funding locally administered by United Way of Aroostook.
- Distribution of dental kits to 4,000 children county wide.
- Guidance on workforce or employment assistance to individuals through almost 400 calls.
- Access to over 100,500 meals prepared and delivered to families with young children throughout Aroostook County.
- Diapers and wipes distributed to 134 households.
- Coaching support made available for existing clients and 172 new clients, many of whom were requesting assistance for the first time.
- WIC benefits provided to 80 new families.
- Garden kits delivered to 250 kids through Snap-Ed and Let's Go Program.

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2020 Report of Services for the Community of Bancroft (Inc. Glenwood Plt., Upper Molunkus)



By the numbers...

17

number of occasions ACAP provided services to
Town Name residents in 2020

\$13,084.89

total invested in supporting individuals and families in **Bancroft (Inc. Glenwood Plt., Upper Molunkus)** between October 1, 2019 and September 30, 2020

Comprehensive Service Approach

Our entire team is committed to this delivery model ensuring clients are connected to all of the programs and services that they need. ACAP Coaching Services are available to individuals and families. Our coaches work with clients on overcoming challenges and identify pathways to achieving their goals. Coaches work alongside individuals and families offering guidance and support along the way.



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Economic Development

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Prevention & Wellness

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ACAP served HOUSEHOLDS in Bancroft (Inc. Glenwood Plt., Upper Molunkus) as follows:

	13	Households received financial assistance to heat their home through the Home Energy Assistance Program (HEAP).	\$11,110
	*	Households were provided a comprehensive energy audit. The results of which determine energy conservation measures that were completed.	*
	*	Households had repair work completed on their home to ensure they could live safely.	*
	*	Households received assistance for repairing or replacing dangerous or malfunctioning heating systems.	*
	2	Households received financial assistance through the Energy Crisis Intervention Program (ECIP) to obtain emergency fuel delivery or prevent an electrical disconnect	\$640.00
	*	Households, otherwise not eligible for support through Federal or State programs, received assistance to get them through emergency with emergent needs including food, shelter, or fuel assistance.	*

ACAP served YOUTH in Bancroft (Inc. Glenwood Plt., Upper Molunkus) as follows:

	2	Families received education and food vouchers to assist children at nutritional risk, or pregnant or nursing women. The food vouchers are redeemed at local grocery stores for fruits, vegetables, dairy and whole grain products.	\$1,334.89
	*	Youth and Adults were provided education, resources, and evidence-based programming for reducing the use of alcohol, marijuana, and drug use.	*
	*	Moms received Breastfeeding Education and Support to encourage breastfeeding as primary source of infant nutrition.	*
	*	Families were provided education and activities that contribute to obesity prevention and overall health, all to improve the likelihood that families will make healthy food choices and choose physically active lifestyles. <i>(This program is only in Southern Aroostook County, per funding guidelines.)</i>	*
	*	Families were provided comprehensive services (coaching), including personal guidance, support and advocacy, as well as home energy reduction, financial literacy, job training, education and assistance securing employment, among others.	*

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ACAP served FAMILIES in Bancroft (Inc. Glenwood Plt., Upper Molunkus) as follows:

	*	Youth age 13 to 18 were assisted to address the harm they caused and repair their relationship with the community through the County Restorative Practice Program.	*
	*	Young adults age 16 to 24 took part in financial literacy classes as part of the Improving Outcomes for Youth Program.	*
	*	Children in preschool through grade 5 received dental sealants at no cost through our oral health program, which operates on-site at all County public elementary schools.	*
	*	Children in preschool through grade 5 were provided clinical assessments, dental cleanings, and other oral health care through our Kids Integrated Dental Services Program.	*
	*	Children ages three and four received comprehensive Head Start services through a licensed ACAP Early Care and Education Center.	*
	*	Children or Moms-to-be participated in ACAP's Early Head Start program that provides comprehensive child development services, prenatally through age three.	*
	*	Children infancy to six years of age enrolled in ACAP's licensed childcare facilities.	*
	*	Children provided with food meeting USDA nutritional guidelines at licensed child care facilities through the Child Care Food Program.	*
	*	Youth engaged in activity to encourage healthy behaviors to reduce childhood obesity.	*

ACAP served ADULTS in Bancroft (Inc. Glenwood Plt., Upper Molunkus) as follows:

	*	Individuals were provided assistance to train for future employment through Workforce Innovation Opportunity Act Fund.	*
	*	Adults provided assistance to train for future employment through Workforce Innovation Opportunity Funds after a job loss.	*
	*	Individuals took part in the hoMEworks Homebuyer Education Class.	*
	*	Individuals were provided Homeownership Support counseling because they were at risk of falling behind on their mortgage payments or facing foreclosure	*

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Aroostook County Collectively:

	209	Adults received free individualized assistance on all aspects of the Healthcare Marketplace including determining eligibility, comparing options, accessing tax credits and applying for coverage.	\$8,585
	110	Youth Age 12 to 14 were trained to engage their peers in a conversations about the risks associated with tobacco use.	\$200,991
	33	Households provided assistance replacing home heating oil tanks that were considered high risk of discharging oil into the environment.	\$101,847
	46	Children between the ages of 3 and 5 with developmental disabilities were provided specially designed instruction and educational support through ACAP's Early Intervention Services.	\$400,000

Response to the COVID 19 Pandemic:

- Over 100 households with job loss supported through the home energy assistance program.
- 794 payments totaling over \$710,000 made to landlords to ensure renters in Aroostook County remain safely in their home from April 16 to September 30, 2020. There were 430 applications to the COVID-19 Rental Assistance Program. These households all rented a home or apartment in Aroostook County and attested to the inability to pay rent due to a reduction in income due to Covid-19.
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2020 Report of Services for the Community of Benedicta (Inc. Monarda)



By the numbers...

11

number of occasions ACAP provided services to
Town Name residents in 2020

\$8,046.32

total invested in supporting individuals and families in **Benedicta (Inc. Monarda)** between October 1, 2019 and September 30, 2020

Comprehensive Service Approach

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We provide resources to assist individuals and families reach their goals. Our team provides the supports and resources to help achieve economic stability and sustainability.



Energy & Housing

We keep people warm, safe, and dry in their homes with a variety of programs that offer education or assistance in the areas of heating, energy efficiency, home purchase, repair and assistance for those facing foreclosure or eviction.



Prevention & Wellness

We build a stronger, healthier community by partnering with local and statewide organizations to offer prevention services that focus on nutrition, oral health, substance use, tobacco, and obesity.

Aroostook County Action Program, Inc. provides services and resources that help families achieve greater economic independence. As a lead or in partnership with others, ACAP strengthens the community by responding to human need.

ACAP served HOUSEHOLDS in Benedicta (Inc. Monarda) as follows:

	5	Households received financial assistance to heat their home through the Home Energy Assistance Program (HEAP).	\$4,422
	*	Households were provided a comprehensive energy audit. The results of which determine energy conservation measures that were completed.	*
	*	Households had repair work completed on their home to ensure they could live safely.	*
	*	Households received assistance for repairing or replacing dangerous or malfunctioning heating systems.	*
	*	Households received financial assistance through the Energy Crisis Intervention Program (ECIP) to obtain emergency fuel delivery or prevent an electrical disconnect	*
	1	Households, otherwise not eligible for support through Federal or State programs, received assistance to get them through emergency with emergent needs including food, shelter, or fuel assistance.	\$259.90

ACAP served YOUTH in Benedicta (Inc. Monarda) as follows:

	*	Families received education and food vouchers to assist children at nutritional risk, or pregnant or nursing women. The food vouchers are redeemed at local grocery stores for fruits, vegetables, dairy and whole grain products.	*
	*	Youth and Adults were provided education, resources, and evidence-based programming for reducing the use of alcohol, marijuana, and drug use.	*
	*	Moms received Breastfeeding Education and Support to encourage breastfeeding as primary source of infant nutrition.	*
	*	Families were provided education and activities that contribute to obesity prevention and overall health, all to improve the likelihood that families will make healthy food choices and choose physically active lifestyles. <i>(This program is only in Southern Aroostook County, per funding guidelines.)</i>	*
	*	Families were provided comprehensive services (coaching), including personal guidance, support and advocacy, as well as home energy reduction, financial literacy, job training, education and assistance securing employment, among others.	*

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ACAP served FAMILIES in Benedicta (Inc. Monarda) as follows:

	*	Youth age 13 to 18 were assisted to address the harm they caused and repair their relationship with the community through the County Restorative Practice Program.	*
	*	Young adults age 16 to 24 took part in financial literacy classes as part of the Improving Outcomes for Youth Program.	*
	*	Children in preschool through grade 5 received dental sealants at no cost through our oral health program, which operates on-site at all County public elementary schools.	*
	*	Children in preschool through grade 5 were provided clinical assessments, dental cleanings, and other oral health care through our Kids Integrated Dental Services Program.	*
	*	Children ages three and four received comprehensive Head Start services through a licensed ACAP Early Care and Education Center.	*
	*	Children or Moms-to-be participated in ACAP's Early Head Start program that provides comprehensive child development services, prenatally through age three.	*
	*	Children infancy to six years of age enrolled in ACAP's licensed childcare facilities.	*
	4	Children provided with food meeting USDA nutritional guidelines at licensed child care facilities through the Child Care Food Program.	\$3,104.52
	*	Youth engaged in activity to encourage healthy behaviors to reduce childhood obesity.	*

ACAP served ADULTS in Benedicta (Inc. Monarda) as follows:

	*	Individuals were provided assistance to train for future employment through Workforce Innovation Opportunity Act Fund.	*
	*	Adults provided assistance to train for future employment through Workforce Innovation Opportunity Funds after a job loss.	*
	*	Individuals took part in the hoMEworks Homebuyer Education Class.	*
	*	Individuals were provided Homeownership Support counseling because they were at risk of falling behind on their mortgage payments or facing foreclosure	*

Although overall units of service and total dollars invested figures on the front page represent the overall cumulative numbers in your community, this report does not include all of the individual programs ACAP administers that benefit your community.

All of our services are reflected in our 2021 Directory of Services.

Aroostook County Collectively:

	209	Adults received free individualized assistance on all aspects of the Healthcare Marketplace including determining eligibility, comparing options, accessing tax credits and applying for coverage.	\$8,585
	110	Youth Age 12 to 14 were trained to engage their peers in a conversations about the risks associated with tobacco use.	\$200,991
	33	Households provided assistance replacing home heating oil tanks that were considered high risk of discharging oil into the environment.	\$101,847
	46	Children between the ages of 3 and 5 with developmental disabilities were provided specially designed instruction and educational support through ACAP's Early Intervention Services.	\$400,000

Response to the COVID 19 Pandemic:

- Over 100 households with job loss supported through the home energy assistance program.
- 794 payments totaling over \$710,000 made to landlords to ensure renters in Aroostook County remain safely in their home from April 16 to September 30, 2020. There were 430 applications to the COVID-19 Rental Assistance Program. These households all rented a home or apartment in Aroostook County and attested to the inability to pay rent due to a reduction in income due to Covid-19.
- Provision of temporary overflow shelter created with partners at MaineHousing, University of Maine at Presque Isle, Aroostook Emergency Management Association, City of Presque Isle and Homeless Services of Aroostook. Between April 9-June 30, 2020. Individuals were cared for with 557 shelter bed nights and 1630 meals. Fifteen individuals were housed in the Hope and Prosperity Wellness Shelter.
- Utility assistance provided to 196 households through Emergency Food and Shelter CARES Act Funding locally administered by United Way of Aroostook.
- Distribution of dental kits to 4,000 children county wide.
- Guidance on workforce or employment assistance to individuals through almost 400 calls.
- Access to over 100,500 meals prepared and delivered to families with young children throughout Aroostook County.
- Diapers and wipes distributed to 134 households.
- Coaching support made available for existing clients and 172 new clients, many of whom were requesting assistance for the first time.
- WIC benefits provided to 80 new families.
- Garden kits delivered to 250 kids through Snap-Ed and Let's Go Program.

These COVID-19 Pandemic numbers are from March 15 to July 15, 2020, unless otherwise noted.



Aroostook County Action Program

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2020 Report of Services for the Community of Blaine (Inc. E Plt., Robinson)



By the numbers...

168

number of occasions ACAP provided services to
Town Name residents in 2020

\$78,602.40

total invested in supporting individuals and families in **Blaine (Inc. E Plt., Robinson)** between October 1, 2019 and September 30, 2020

Comprehensive Service Approach

Our entire team is committed to this delivery model ensuring clients are connected to all of the programs and services that they need. ACAP Coaching Services are available to individuals and families. Our coaches work with clients on overcoming challenges and identify pathways to achieving their goals. Coaches work alongside individuals and families offering guidance and support along the way.



Early Care & Education

We provide families with comprehensive and affordable high quality prenatal, infant, toddler and preschool education, and child development programs.



Economic Development

We provide resources to assist individuals and families reach their goals. Our team provides the supports and resources to help achieve economic stability and sustainability.



Energy & Housing

We keep people warm, safe, and dry in their homes with a variety of programs that offer education or assistance in the areas of heating, energy efficiency, home purchase, repair and assistance for those facing foreclosure or eviction.



Prevention & Wellness

We build a stronger, healthier community by partnering with local and statewide organizations to offer prevention services that focus on nutrition, oral health, substance use, tobacco, and obesity.

Aroostook County Action Program, Inc. provides services and resources that help families achieve greater economic independence. As a lead or in partnership with others, ACAP strengthens the community by responding to human need.

ACAP served HOUSEHOLDS in Blaine (Inc. E Plt., Robinson) as follows:

	36	Households received financial assistance to heat their home through the Home Energy Assistance Program (HEAP).	\$35,315
	*	Households were provided a comprehensive energy audit. The results of which determine energy conservation measures that were completed.	*
	*	Households had repair work completed on their home to ensure they could live safely.	*
	*	Households received assistance for repairing or replacing dangerous or malfunctioning heating systems.	*
	6	Households received financial assistance through the Energy Crisis Intervention Program (ECIP) to obtain emergency fuel delivery or prevent an electrical disconnect	\$2,037.85
	6	Households, otherwise not eligible for support through Federal or State programs, received assistance to get them through emergency with emergent needs including food, shelter, or fuel assistance.	\$1,787.50

ACAP served YOUTH in Blaine (Inc. E Plt., Robinson) as follows:

	16	Families received education and food vouchers to assist children at nutritional risk, or pregnant or nursing women. The food vouchers are redeemed at local grocery stores for fruits, vegetables, dairy and whole grain products.	\$10,679.15
	*	Youth and Adults were provided education, resources, and evidence-based programming for reducing the use of alcohol, marijuana, and drug use.	*
	*	Moms received Breastfeeding Education and Support to encourage breastfeeding as primary source of infant nutrition.	*
	*	Families were provided education and activities that contribute to obesity prevention and overall health, all to improve the likelihood that families will make healthy food choices and choose physically active lifestyles. <i>(This program is only in Southern Aroostook County, per funding guidelines.)</i>	*
	*	Families were provided comprehensive services (coaching), including personal guidance, support and advocacy, as well as home energy reduction, financial literacy, job training, education and assistance securing employment, among others.	*

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ACAP served FAMILIES in Blaine (Inc. E Plt., Robinson) as follows:

	2	Youth age 13 to 18 were assisted to address the harm they caused and repair their relationship with the community through the County Restorative Practice Program.	\$7,857.20
	*	Young adults age 16 to 24 took part in financial literacy classes as part of the Improving Outcomes for Youth Program.	*
	*	Children in preschool through grade 5 received dental sealants at no cost through our oral health program, which operates on-site at all County public elementary schools.	*
	*	Children in preschool through grade 5 were provided clinical assessments, dental cleanings, and other oral health care through our Kids Integrated Dental Services Program.	*
	1	Children ages three and four received comprehensive Head Start services through a licensed ACAP Early Care and Education Center.	\$14,524.40
	*	Children or Moms-to-be participated in ACAP's Early Head Start program that provides comprehensive child development services, prenatally through age three.	\$14,524.40
	*	Children infancy to six years of age enrolled in ACAP's licensed childcare facilities.	*
	5	Children provided with food meeting USDA nutritional guidelines at licensed child care facilities through the Child Care Food Program.	\$3,880.65
	90	Youth engaged in activity to encourage healthy behaviors to reduce childhood obesity.	\$733.16

ACAP served ADULTS in Blaine (Inc. E Plt., Robinson) as follows:

	*	Individuals were provided assistance to train for future employment through Workforce Innovation Opportunity Act Fund.	*
	*	Adults provided assistance to train for future employment through Workforce Innovation Opportunity Funds after a job loss.	*
	*	Individuals took part in the hoMEworks Homebuyer Education Class.	*
	*	Individuals were provided Homeownership Support counseling because they were at risk of falling behind on their mortgage payments or facing foreclosure	*

Although overall units of service and total dollars invested figures on the front page represent the overall cumulative numbers in your community, this report does not include all of the individual programs ACAP administers that benefit your community.

All of our services are reflected in our 2021 Directory of Services.

Aroostook County Collectively:

	209	Adults received free individualized assistance on all aspects of the Healthcare Marketplace including determining eligibility, comparing options, accessing tax credits and applying for coverage.	\$8,585
	110	Youth Age 12 to 14 were trained to engage their peers in a conversations about the risks associated with tobacco use.	\$200,991
	33	Households provided assistance replacing home heating oil tanks that were considered high risk of discharging oil into the environment.	\$101,847
	46	Children between the ages of 3 and 5 with developmental disabilities were provided specially designed instruction and educational support through ACAP's Early Intervention Services.	\$400,000

Response to the COVID 19 Pandemic:

- Over 100 households with job loss supported through the home energy assistance program.
- 794 payments totaling over \$710,000 made to landlords to ensure renters in Aroostook County remain safely in their home from April 16 to September 30, 2020. There were 430 applications to the COVID-19 Rental Assistance Program. These households all rented a home or apartment in Aroostook County and attested to the inability to pay rent due to a reduction in income due to Covid-19.
- Provision of temporary overflow shelter created with partners at MaineHousing, University of Maine at Presque Isle, Aroostook Emergency Management Association, City of Presque Isle and Homeless Services of Aroostook. Between April 9-June 30, 2020. Individuals were cared for with 557 shelter bed nights and 1630 meals. Fifteen individuals were housed in the Hope and Prosperity Wellness Shelter.
- Utility assistance provided to 196 households through Emergency Food and Shelter CARES Act Funding locally administered by United Way of Aroostook.
- Distribution of dental kits to 4,000 children county wide.
- Guidance on workforce or employment assistance to individuals through almost 400 calls.
- Access to over 100,500 meals prepared and delivered to families with young children throughout Aroostook County.
- Diapers and wipes distributed to 134 households.
- Coaching support made available for existing clients and 172 new clients, many of whom were requesting assistance for the first time.
- WIC benefits provided to 80 new families.
- Garden kits delivered to 250 kids through Snap-Ed and Let's Go Program.

These COVID-19 Pandemic numbers are from March 15 to July 15, 2020, unless otherwise noted.



Aroostook County Action Program

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2020 Report of Services for the Community of Bridgewater



By the numbers...

128

number of occasions ACAP provided services to
Town Name residents in 2020

\$53,084.20

total invested in supporting individuals and families in **Bridgewater** between
October 1, 2019 and September 30, 2020

Comprehensive Service Approach

Our entire team is committed to this delivery model ensuring clients are connected to all of the programs and services that they need. ACAP Coaching Services are available to individuals and families. Our coaches work with clients on overcoming challenges and identify pathways to achieving their goals. Coaches work alongside individuals and families offering guidance and support along the way.



Early Care & Education

We provide families with comprehensive and affordable high quality prenatal, infant, toddler and preschool education, and child development programs.



Economic Development

We provide resources to assist individuals and families reach their goals. Our team provides the supports and resources to help achieve economic stability and sustainability.



Energy & Housing

We keep people warm, safe, and dry in their homes with a variety of programs that offer education or assistance in the areas of heating, energy efficiency, home purchase, repair and assistance for those facing foreclosure or eviction.



Prevention & Wellness

We build a stronger, healthier community by partnering with local and statewide organizations to offer prevention services that focus on nutrition, oral health, substance use, tobacco, and obesity.

Aroostook County Action Program, Inc. provides services and resources that help families achieve greater economic independence. As a lead or in partnership with others, ACAP strengthens the community by responding to human need.

ACAP served HOUSEHOLDS in Bridgewater as follows:

	34	Households received financial assistance to heat their home through the Home Energy Assistance Program (HEAP).	\$26,956
	*	Households were provided a comprehensive energy audit. The results of which determine energy conservation measures that were completed.	*
	*	Households had repair work completed on their home to ensure they could live safely.	*
	4	Households received assistance for repairing or replacing dangerous or malfunctioning heating systems.	\$10,991.33
	2	Households received financial assistance through the Energy Crisis Intervention Program (ECIP) to obtain emergency fuel delivery or prevent an electrical disconnect	\$591.90
	2	Households, otherwise not eligible for support through Federal or State programs, received assistance to get them through emergency with emergent needs including food, shelter, or fuel assistance.	\$580.90

ACAP served YOUTH in Bridgewater as follows:

	11	Families received education and food vouchers to assist children at nutritional risk, or pregnant or nursing women. The food vouchers are redeemed at local grocery stores for fruits, vegetables, dairy and whole grain products.	\$7,341.91
	*	Youth and Adults were provided education, resources, and evidence-based programming for reducing the use of alcohol, marijuana, and drug use.	*
	*	Moms received Breastfeeding Education and Support to encourage breastfeeding as primary source of infant nutrition.	*
	*	Families were provided education and activities that contribute to obesity prevention and overall health, all to improve the likelihood that families will make healthy food choices and choose physically active lifestyles. <i>(This program is only in Southern Aroostook County, per funding guidelines.)</i>	*
	*	Families were provided comprehensive services (coaching), including personal guidance, support and advocacy, as well as home energy reduction, financial literacy, job training, education and assistance securing employment, among others.	*

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ACAP served FAMILIES in Bridgewater as follows:

	*	Youth age 13 to 18 were assisted to address the harm they caused and repair their relationship with the community through the County Restorative Practice Program.	*
	*	Young adults age 16 to 24 took part in financial literacy classes as part of the Improving Outcomes for Youth Program.	*
	*	Children in preschool through grade 5 received dental sealants at no cost through our oral health program, which operates on-site at all County public elementary schools.	*
	*	Children in preschool through grade 5 were provided clinical assessments, dental cleanings, and other oral health care through our Kids Integrated Dental Services Program.	*
	*	Children ages three and four received comprehensive Head Start services through a licensed ACAP Early Care and Education Center.	*
	*	Children or Moms-to-be participated in ACAP's Early Head Start program that provides comprehensive child development services, prenatally through age three.	*
	*	Children infancy to six years of age enrolled in ACAP's licensed childcare facilities.	*
	7	Children provided with food meeting USDA nutritional guidelines at licensed child care facilities through the Child Care Food Program.	\$5,432.91
	65	Youth engaged in activity to encourage healthy behaviors to reduce childhood obesity.	\$529.50

ACAP served ADULTS in Bridgewater as follows:

	*	Individuals were provided assistance to train for future employment through Workforce Innovation Opportunity Act Fund.	*
	*	Adults provided assistance to train for future employment through Workforce Innovation Opportunity Funds after a job loss.	*
	1	Individuals took part in the hoMEworks Homebuyer Education Class.	\$78.85
	*	Individuals were provided Homeownership Support counseling because they were at risk of falling behind on their mortgage payments or facing foreclosure	*

Although overall units of service and total dollars invested figures on the front page represent the overall cumulative numbers in your community, this report does not include all of the individual programs ACAP administers that benefit your community.

All of our services are reflected in our 2021 Directory of Services.

Aroostook County Collectively:

	209	Adults received free individualized assistance on all aspects of the Healthcare Marketplace including determining eligibility, comparing options, accessing tax credits and applying for coverage.	\$8,585
	110	Youth Age 12 to 14 were trained to engage their peers in a conversations about the risks associated with tobacco use.	\$200,991
	33	Households provided assistance replacing home heating oil tanks that were considered high risk of discharging oil into the environment.	\$101,847
	46	Children between the ages of 3 and 5 with developmental disabilities were provided specially designed instruction and educational support through ACAP's Early Intervention Services.	\$400,000

Response to the COVID 19 Pandemic:

- Over 100 households with job loss supported through the home energy assistance program.
- 794 payments totaling over \$710,000 made to landlords to ensure renters in Aroostook County remain safely in their home from April 16 to September 30, 2020. There were 430 applications to the COVID-19 Rental Assistance Program. These households all rented a home or apartment in Aroostook County and attested to the inability to pay rent due to a reduction in income due to Covid-19.
- Provision of temporary overflow shelter created with partners at MaineHousing, University of Maine at Presque Isle, Aroostook Emergency Management Association, City of Presque Isle and Homeless Services of Aroostook. Between April 9-June 30, 2020. Individuals were cared for with 557 shelter bed nights and 1630 meals. Fifteen individuals were housed in the Hope and Prosperity Wellness Shelter.
- Utility assistance provided to 196 households through Emergency Food and Shelter CARES Act Funding locally administered by United Way of Aroostook.
- Distribution of dental kits to 4,000 children county wide.
- Guidance on workforce or employment assistance to individuals through almost 400 calls.
- Access to over 100,500 meals prepared and delivered to families with young children throughout Aroostook County.
- Diapers and wipes distributed to 134 households.
- Coaching support made available for existing clients and 172 new clients, many of whom were requesting assistance for the first time.
- WIC benefits provided to 80 new families.
- Garden kits delivered to 250 kids through Snap-Ed and Let's Go Program.

These COVID-19 Pandemic numbers are from March 15 to July 15, 2020, unless otherwise noted.



Aroostook County Action Program

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2020 Report of Services for the Community of Caribou (Inc. Connor)



By the numbers...

1,695

number of occasions ACAP provided services to
Town Name residents in 2020

\$2,159,373.85

total invested in supporting individuals and families in **Caribou (Inc. Connor)**
between October 1, 2019 and September 30, 2020

Comprehensive Service Approach

Our entire team is committed to this delivery model ensuring clients are connected to all of the programs and services that they need. ACAP Coaching Services are available to individuals and families. Our coaches work with clients on overcoming challenges and identify pathways to achieving their goals. Coaches work alongside individuals and families offering guidance and support along the way.



Early Care & Education

We provide families with comprehensive and affordable high quality prenatal, infant, toddler and preschool education, and child development programs.



Economic Development

We provide resources to assist individuals and families reach their goals. Our team provides the supports and resources to help achieve economic stability and sustainability.



Energy & Housing

We keep people warm, safe, and dry in their homes with a variety of programs that offer education or assistance in the areas of heating, energy efficiency, home purchase, repair and assistance for those facing foreclosure or eviction.



Prevention & Wellness

We build a stronger, healthier community by partnering with local and statewide organizations to offer prevention services that focus on nutrition, oral health, substance use, tobacco, and obesity.

Aroostook County Action Program, Inc. provides services and resources that help families achieve greater economic independence. As a lead or in partnership with others, ACAP strengthens the community by responding to human need.

ACAP served HOUSEHOLDS in Caribou (Inc. Connor) as follows:

	580	Households received financial assistance to heat their home through the Home Energy Assistance Program (HEAP).	\$377,684.82
	4	Households were provided a comprehensive energy audit. The results of which determine energy conservation measures that were completed.	\$36,433.94
	10	Households had repair work completed on their home to ensure they could live safely.	\$110,828.83
	34	Households received assistance for repairing or replacing dangerous or malfunctioning heating systems.	\$84,058.02
	57	Households received financial assistance through the Energy Crisis Intervention Program (ECIP) to obtain emergency fuel delivery or prevent an electrical disconnect	\$18,326.46
	35	Households, otherwise not eligible for support through Federal or State programs, received assistance to get them through emergency with emergent needs including food, shelter, or fuel assistance.	\$8,154.62

ACAP served YOUTH in Caribou (Inc. Connor) as follows:

	222	Families received education and food vouchers to assist children at nutritional risk, or pregnant or nursing women. The food vouchers are redeemed at local grocery stores for fruits, vegetables, dairy and whole grain products.	\$148,173.15
	114	Youth and Adults were provided education, resources, and evidence-based programming for reducing the use of alcohol, marijuana, and drug use.	\$9,312.66
	22	Moms received Breastfeeding Education and Support to encourage breastfeeding as primary source of infant nutrition.	\$4,714.38
	*	Families were provided education and activities that contribute to obesity prevention and overall health, all to improve the likelihood that families will make healthy food choices and choose physically active lifestyles. <i>(This program is only in Southern Aroostook County, per funding guidelines.)</i>	*
	39	Families were provided comprehensive services (coaching), including personal guidance, support and advocacy, as well as home energy reduction, financial literacy, job training, education and assistance securing employment, among others.	\$22,541.22

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ACAP served FAMILIES in Caribou (Inc. Connor) as follows:

	4	Youth age 13 to 18 were assisted to address the harm they caused and repair their relationship with the community through the County Restorative Practice Program.	\$15,714.28
	1	Young adults age 16 to 24 took part in financial literacy classes as part of the Improving Outcomes for Youth Program.	\$6,345.76
	*	Children in preschool through grade 5 received dental sealants at no cost through our oral health program, which operates on-site at all County public elementary schools.	*
	66	Children in preschool through grade 5 were provided clinical assessments, dental cleanings, and other oral health care through our Kids Integrated Dental Services Program.	\$3,226.09
	35	Children ages three and four received comprehensive Head Start services through a licensed ACAP Early Care and Education Center.	\$508,354.00
	32	Children or Moms-to-be participated in ACAP's Early Head Start program that provides comprehensive child development services, prenatally through age three.	\$508,354.00
	36	Children infancy to six years of age enrolled in ACAP's licensed childcare facilities.	\$161,333.28
	91	Children provided with food meeting USDA nutritional guidelines at licensed child care facilities through the Child Care Food Program.	\$70,627.83
	189	Youth engaged in activity to encourage healthy behaviors to reduce childhood obesity.	\$1,539.63

ACAP served ADULTS in Caribou (Inc. Connor) as follows:

	10	Individuals were provided assistance to train for future employment through Workforce Innovation Opportunity Act Fund.	\$21,763.30
	4	Adults provided assistance to train for future employment through Workforce Innovation Opportunity Funds after a job loss.	\$13,026.60
	48	Individuals took part in the hoMEworks Homebuyer Education Class.	\$3,784.80
	7	Individuals were provided Homeownership Support counseling because they were at risk of falling behind on their mortgage payments or facing foreclosure	\$7,000.00

Although overall units of service and total dollars invested figures on the front page represent the overall cumulative numbers in your community, this report does not include all of the individual programs ACAP administers that benefit your community.

All of our services are reflected in our 2021 Directory of Services.

Aroostook County Collectively:

	209	Adults received free individualized assistance on all aspects of the Healthcare Marketplace including determining eligibility, comparing options, accessing tax credits and applying for coverage.	\$8,585
	110	Youth Age 12 to 14 were trained to engage their peers in a conversations about the risks associated with tobacco use.	\$200,991
	33	Households provided assistance replacing home heating oil tanks that were considered high risk of discharging oil into the environment.	\$101,847
	46	Children between the ages of 3 and 5 with developmental disabilities were provided specially designed instruction and educational support through ACAP's Early Intervention Services.	\$400,000

Response to the COVID 19 Pandemic:

- Over 100 households with job loss supported through the home energy assistance program.
- 794 payments totaling over \$710,000 made to landlords to ensure renters in Aroostook County remain safely in their home from April 16 to September 30, 2020. There were 430 applications to the COVID-19 Rental Assistance Program. These households all rented a home or apartment in Aroostook County and attested to the inability to pay rent due to a reduction in income due to Covid-19.
- Provision of temporary overflow shelter created with partners at MaineHousing, University of Maine at Presque Isle, Aroostook Emergency Management Association, City of Presque Isle and Homeless Services of Aroostook. Between April 9-June 30, 2020. Individuals were cared for with 557 shelter bed nights and 1630 meals. Fifteen individuals were housed in the Hope and Prosperity Wellness Shelter.
- Utility assistance provided to 196 households through Emergency Food and Shelter CARES Act Funding locally administered by United Way of Aroostook.
- Distribution of dental kits to 4,000 children county wide.
- Guidance on workforce or employment assistance to individuals through almost 400 calls.
- Access to over 100,500 meals prepared and delivered to families with young children throughout Aroostook County.
- Diapers and wipes distributed to 134 households.
- Coaching support made available for existing clients and 172 new clients, many of whom were requesting assistance for the first time.
- WIC benefits provided to 80 new families.
- Garden kits delivered to 250 kids through Snap-Ed and Let's Go Program.

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Aroostook County Action Program

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2020 Report of Services for the Community of Castle Hill



By the numbers...

326

number of occasions ACAP provided services to
Town Name residents in 2020

\$77,575.18

total invested in supporting individuals and families in **Castle Hill** between
October 1, 2019 and September 30, 2020

Comprehensive Service Approach

Our entire team is committed to this delivery model ensuring clients are connected to all of the programs and services that they need. ACAP Coaching Services are available to individuals and families. Our coaches work with clients on overcoming challenges and identify pathways to achieving their goals. Coaches work alongside individuals and families offering guidance and support along the way.



Early Care & Education

We provide families with comprehensive and affordable high quality prenatal, infant, toddler and preschool education, and child development programs.



Economic Development

We provide resources to assist individuals and families reach their goals. Our team provides the supports and resources to help achieve economic stability and sustainability.



Energy & Housing

We keep people warm, safe, and dry in their homes with a variety of programs that offer education or assistance in the areas of heating, energy efficiency, home purchase, repair and assistance for those facing foreclosure or eviction.



Prevention & Wellness

We build a stronger, healthier community by partnering with local and statewide organizations to offer prevention services that focus on nutrition, oral health, substance use, tobacco, and obesity.

Aroostook County Action Program, Inc. provides services and resources that help families achieve greater economic independence. As a lead or in partnership with others, ACAP strengthens the community by responding to human need.

ACAP served HOUSEHOLDS in Castle Hill as follows:

	29	Households received financial assistance to heat their home through the Home Energy Assistance Program (HEAP).	\$25,102
	*	Households were provided a comprehensive energy audit. The results of which determine energy conservation measures that were completed.	*
	*	Households had repair work completed on their home to ensure they could live safely.	*
	6	Households received assistance for repairing or replacing dangerous or malfunctioning heating systems.	\$33,612.87
	8	Households received financial assistance through the Energy Crisis Intervention Program (ECIP) to obtain emergency fuel delivery or prevent an electrical disconnect	\$2,624.40
	*	Households, otherwise not eligible for support through Federal or State programs, received assistance to get them through emergency with emergent needs including food, shelter, or fuel assistance.	*

ACAP served YOUTH in Castle Hill as follows:

	8	Families received education and food vouchers to assist children at nutritional risk, or pregnant or nursing women. The food vouchers are redeemed at local grocery stores for fruits, vegetables, dairy and whole grain products.	\$5,339.57
	*	Youth and Adults were provided education, resources, and evidence-based programming for reducing the use of alcohol, marijuana, and drug use.	*
	*	Moms received Breastfeeding Education and Support to encourage breastfeeding as primary source of infant nutrition.	*
	*	Families were provided education and activities that contribute to obesity prevention and overall health, all to improve the likelihood that families will make healthy food choices and choose physically active lifestyles. <i>(This program is only in Southern Aroostook County, per funding guidelines.)</i>	*
	*	Families were provided comprehensive services (coaching), including personal guidance, support and advocacy, as well as home energy reduction, financial literacy, job training, education and assistance securing employment, among others.	*

**In columns throughout this report where no units or service of investment amount is noted, that specific service was not accessed by members of your community in 2020. We have included these in your report to make you aware of these services as you work with individuals and families in your community who may benefit.*

ACAP served FAMILIES in Castle Hill as follows:

	*	Youth age 13 to 18 were assisted to address the harm they caused and repair their relationship with the community through the County Restorative Practice Program.	*
	*	Young adults age 16 to 24 took part in financial literacy classes as part of the Improving Outcomes for Youth Program.	*
	205	Children in preschool through grade 5 received dental sealants at no cost through our oral health program, which operates on-site at all County public elementary schools.	\$5,718.21
	*	Children in preschool through grade 5 were provided clinical assessments, dental cleanings, and other oral health care through our Kids Integrated Dental Services Program.	*
	*	Children ages three and four received comprehensive Head Start services through a licensed ACAP Early Care and Education Center.	*
	*	Children or Moms-to-be participated in ACAP's Early Head Start program that provides comprehensive child development services, prenatally through age three.	*
	*	Children infancy to six years of age enrolled in ACAP's licensed childcare facilities.	*
	6	Children provided with food meeting USDA nutritional guidelines at licensed child care facilities through the Child Care Food Program.	\$4,656.78
	64	Youth engaged in activity to encourage healthy behaviors to reduce childhood obesity.	\$521.36

ACAP served ADULTS in Castle Hill as follows:

	*	Individuals were provided assistance to train for future employment through Workforce Innovation Opportunity Act Fund.	*
	*	Adults provided assistance to train for future employment through Workforce Innovation Opportunity Funds after a job loss.	*
	*	Individuals took part in the hoMEworks Homebuyer Education Class.	*
	*	Individuals were provided Homeownership Support counseling because they were at risk of falling behind on their mortgage payments or facing foreclosure	*

Although overall units of service and total dollars invested figures on the front page represent the overall cumulative numbers in your community, this report does not include all of the individual programs ACAP administers that benefit your community.

All of our services are reflected in our 2021 Directory of Services.

Aroostook County Collectively:

	209	Adults received free individualized assistance on all aspects of the Healthcare Marketplace including determining eligibility, comparing options, accessing tax credits and applying for coverage.	\$8,585
	110	Youth Age 12 to 14 were trained to engage their peers in a conversations about the risks associated with tobacco use.	\$200,991
	33	Households provided assistance replacing home heating oil tanks that were considered high risk of discharging oil into the environment.	\$101,847
	46	Children between the ages of 3 and 5 with developmental disabilities were provided specially designed instruction and educational support through ACAP's Early Intervention Services.	\$400,000

Response to the COVID 19 Pandemic:

- Over 100 households with job loss supported through the home energy assistance program.
- 794 payments totaling over \$710,000 made to landlords to ensure renters in Aroostook County remain safely in their home from April 16 to September 30, 2020. There were 430 applications to the COVID-19 Rental Assistance Program. These households all rented a home or apartment in Aroostook County and attested to the inability to pay rent due to a reduction in income due to Covid-19.
- Provision of temporary overflow shelter created with partners at MaineHousing, University of Maine at Presque Isle, Aroostook Emergency Management Association, City of Presque Isle and Homeless Services of Aroostook. Between April 9-June 30, 2020. Individuals were cared for with 557 shelter bed nights and 1630 meals. Fifteen individuals were housed in the Hope and Prosperity Wellness Shelter.
- Utility assistance provided to 196 households through Emergency Food and Shelter CARES Act Funding locally administered by United Way of Aroostook.
- Distribution of dental kits to 4,000 children county wide.
- Guidance on workforce or employment assistance to individuals through almost 400 calls.
- Access to over 100,500 meals prepared and delivered to families with young children throughout Aroostook County.
- Diapers and wipes distributed to 134 households.
- Coaching support made available for existing clients and 172 new clients, many of whom were requesting assistance for the first time.
- WIC benefits provided to 80 new families.
- Garden kits delivered to 250 kids through Snap-Ed and Let's Go Program.

These COVID-19 Pandemic numbers are from March 15 to July 15, 2020, unless otherwise noted.



Aroostook County Action Program

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2020 Report of Services for the Community of Caswell



By the numbers...

123

number of occasions ACAP provided services to
Town Name residents in 2020

\$53,432.51

total invested in supporting individuals and families in **Caswell** between
October 1, 2019 and September 30, 2020

Comprehensive Service Approach

Our entire team is committed to this delivery model ensuring clients are connected to all of the programs and services that they need. ACAP Coaching Services are available to individuals and families. Our coaches work with clients on overcoming challenges and identify pathways to achieving their goals. Coaches work alongside individuals and families offering guidance and support along the way.



Early Care & Education

We provide families with comprehensive and affordable high quality prenatal, infant, toddler and preschool education, and child development programs.



Economic Development

We provide resources to assist individuals and families reach their goals. Our team provides the supports and resources to help achieve economic stability and sustainability.



Energy & Housing

We keep people warm, safe, and dry in their homes with a variety of programs that offer education or assistance in the areas of heating, energy efficiency, home purchase, repair and assistance for those facing foreclosure or eviction.



Prevention & Wellness

We build a stronger, healthier community by partnering with local and statewide organizations to offer prevention services that focus on nutrition, oral health, substance use, tobacco, and obesity.

Aroostook County Action Program, Inc. provides services and resources that help families achieve greater economic independence. As a lead or in partnership with others, ACAP strengthens the community by responding to human need.

ACAP served HOUSEHOLDS in Caswell as follows:

	38	Households received financial assistance to heat their home through the Home Energy Assistance Program (HEAP).	\$28,402
	*	Households were provided a comprehensive energy audit. The results of which determine energy conservation measures that were completed.	*
	*	Households had repair work completed on their home to ensure they could live safely.	*
	1	Households received assistance for repairing or replacing dangerous or malfunctioning heating systems.	\$476.28
	5	Households received financial assistance through the Energy Crisis Intervention Program (ECIP) to obtain emergency fuel delivery or prevent an electrical disconnect	\$1,659.05
	4	Households, otherwise not eligible for support through Federal or State programs, received assistance to get them through emergency with emergent needs including food, shelter, or fuel assistance.	\$1,089.60

ACAP served YOUTH in Caswell as follows:

	5	Families received education and food vouchers to assist children at nutritional risk, or pregnant or nursing women. The food vouchers are redeemed at local grocery stores for fruits, vegetables, dairy and whole grain products.	\$3,337.23
	*	Youth and Adults were provided education, resources, and evidence-based programming for reducing the use of alcohol, marijuana, and drug use.	*
	*	Moms received Breastfeeding Education and Support to encourage breastfeeding as primary source of infant nutrition.	*
	*	Families were provided education and activities that contribute to obesity prevention and overall health, all to improve the likelihood that families will make healthy food choices and choose physically active lifestyles. <i>(This program is only in Southern Aroostook County, per funding guidelines.)</i>	*
	*	Families were provided comprehensive services (coaching), including personal guidance, support and advocacy, as well as home energy reduction, financial literacy, job training, education and assistance securing employment, among others.	*

**In columns throughout this report where no units or service of investment amount is noted, that specific service was not accessed by members of your community in 2020. We have included these in your report to make you aware of these services as you work with individuals and families in your community who may benefit.*

ACAP served FAMILIES in Caswell as follows:

	*	Youth age 13 to 18 were assisted to address the harm they caused and repair their relationship with the community through the County Restorative Practice Program.	*
	*	Young adults age 16 to 24 took part in financial literacy classes as part of the Improving Outcomes for Youth Program.	*
	15	Children in preschool through grade 5 received dental sealants at no cost through our oral health program, which operates on-site at all County public elementary schools.	\$418.41
	*	Children in preschool through grade 5 were provided clinical assessments, dental cleanings, and other oral health care through our Kids Integrated Dental Services Program.	*
	*	Children ages three and four received comprehensive Head Start services through a licensed ACAP Early Care and Education Center.	*
	*	Children or Moms-to-be participated in ACAP's Early Head Start program that provides comprehensive child development services, prenatally through age three.	*
	*	Children infancy to six years of age enrolled in ACAP's licensed childcare facilities.	*
	*	Children provided with food meeting USDA nutritional guidelines at licensed child care facilities through the Child Care Food Program.	*
	46	Youth engaged in activity to encourage healthy behaviors to reduce childhood obesity.	\$374.73

ACAP served ADULTS in Caswell as follows:

	3	Individuals were provided assistance to train for future employment through Workforce Innovation Opportunity Act Fund.	\$6,528.99
	*	Adults provided assistance to train for future employment through Workforce Innovation Opportunity Funds after a job loss.	*
	*	Individuals took part in the hoMEworks Homebuyer Education Class.	*
	*	Individuals were provided Homeownership Support counseling because they were at risk of falling behind on their mortgage payments or facing foreclosure	*

Although overall units of service and total dollars invested figures on the front page represent the overall cumulative numbers in your community, this report does not include all of the individual programs ACAP administers that benefit your community.

All of our services are reflected in our 2021 Directory of Services.

Aroostook County Collectively:

	209	Adults received free individualized assistance on all aspects of the Healthcare Marketplace including determining eligibility, comparing options, accessing tax credits and applying for coverage.	\$8,585
	110	Youth Age 12 to 14 were trained to engage their peers in a conversations about the risks associated with tobacco use.	\$200,991
	33	Households provided assistance replacing home heating oil tanks that were considered high risk of discharging oil into the environment.	\$101,847
	46	Children between the ages of 3 and 5 with developmental disabilities were provided specially designed instruction and educational support through ACAP's Early Intervention Services.	\$400,000

Response to the COVID 19 Pandemic:

- Over 100 households with job loss supported through the home energy assistance program.
- 794 payments totaling over \$710,000 made to landlords to ensure renters in Aroostook County remain safely in their home from April 16 to September 30, 2020. There were 430 applications to the COVID-19 Rental Assistance Program. These households all rented a home or apartment in Aroostook County and attested to the inability to pay rent due to a reduction in income due to Covid-19.
- Provision of temporary overflow shelter created with partners at MaineHousing, University of Maine at Presque Isle, Aroostook Emergency Management Association, City of Presque Isle and Homeless Services of Aroostook. Between April 9-June 30, 2020. Individuals were cared for with 557 shelter bed nights and 1630 meals. Fifteen individuals were housed in the Hope and Prosperity Wellness Shelter.
- Utility assistance provided to 196 households through Emergency Food and Shelter CARES Act Funding locally administered by United Way of Aroostook.
- Distribution of dental kits to 4,000 children county wide.
- Guidance on workforce or employment assistance to individuals through almost 400 calls.
- Access to over 100,500 meals prepared and delivered to families with young children throughout Aroostook County.
- Diapers and wipes distributed to 134 households.
- Coaching support made available for existing clients and 172 new clients, many of whom were requesting assistance for the first time.
- WIC benefits provided to 80 new families.
- Garden kits delivered to 250 kids through Snap-Ed and Let's Go Program.

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Aroostook County Action Program

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2020 Report of Services for the Community of Chapman



By the numbers...

49

number of occasions ACAP provided services to
Town Name residents in 2020

\$47,063.50

total invested in supporting individuals and families in **Chapman** between
October 1, 2019 and September 30, 2020

Comprehensive Service Approach

Our entire team is committed to this delivery model ensuring clients are connected to all of the programs and services that they need. ACAP Coaching Services are available to individuals and families. Our coaches work with clients on overcoming challenges and identify pathways to achieving their goals. Coaches work alongside individuals and families offering guidance and support along the way.



Early Care & Education

We provide families with comprehensive and affordable high quality prenatal, infant, toddler and preschool education, and child development programs.



Economic Development

We provide resources to assist individuals and families reach their goals. Our team provides the supports and resources to help achieve economic stability and sustainability.



Energy & Housing

We keep people warm, safe, and dry in their homes with a variety of programs that offer education or assistance in the areas of heating, energy efficiency, home purchase, repair and assistance for those facing foreclosure or eviction.



Prevention & Wellness

We build a stronger, healthier community by partnering with local and statewide organizations to offer prevention services that focus on nutrition, oral health, substance use, tobacco, and obesity.

Aroostook County Action Program, Inc. provides services and resources that help families achieve greater economic independence. As a lead or in partnership with others, ACAP strengthens the community by responding to human need.

ACAP served HOUSEHOLDS in Chapman as follows:

	14	Households received financial assistance to heat their home through the Home Energy Assistance Program (HEAP).	\$13,783
	1	Households were provided a comprehensive energy audit. The results of which determine energy conservation measures that were completed.	\$8,535.27
	*	Households had repair work completed on their home to ensure they could live safely.	*
	1	Households received assistance for repairing or replacing dangerous or malfunctioning heating systems.	\$244.84
	1	Households received financial assistance through the Energy Crisis Intervention Program (ECIP) to obtain emergency fuel delivery or prevent an electrical disconnect	\$398.19
		Households, otherwise not eligible for support through Federal or State programs, received assistance to get them through emergency with emergent needs including food, shelter, or fuel assistance.	

ACAP served YOUTH in Chapman as follows:

	11	Families received education and food vouchers to assist children at nutritional risk, or pregnant or nursing women. The food vouchers are redeemed at local grocery stores for fruits, vegetables, dairy and whole grain products.	\$7,341.91
	*	Youth and Adults were provided education, resources, and evidence-based programming for reducing the use of alcohol, marijuana, and drug use.	*
	1	Moms received Breastfeeding Education and Support to encourage breastfeeding as primary source of infant nutrition.	\$214.29
	*	Families were provided education and activities that contribute to obesity prevention and overall health, all to improve the likelihood that families will make healthy food choices and choose physically active lifestyles. <i>(This program is only in Southern Aroostook County, per funding guidelines.)</i>	*
	4	Families were provided comprehensive services (coaching), including personal guidance, support and advocacy, as well as home energy reduction, financial literacy, job training, education and assistance securing employment, among others.	\$2,311.92

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ACAP served FAMILIES in Chapman as follows:

	*	Youth age 13 to 18 were assisted to address the harm they caused and repair their relationship with the community through the County Restorative Practice Program.	*
	*	Young adults age 16 to 24 took part in financial literacy classes as part of the Improving Outcomes for Youth Program.	*
	*	Children in preschool through grade 5 received dental sealants at no cost through our oral health program, which operates on-site at all County public elementary schools.	*
	*	Children in preschool through grade 5 were provided clinical assessments, dental cleanings, and other oral health care through our Kids Integrated Dental Services Program.	*
	*	Children ages three and four received comprehensive Head Start services through a licensed ACAP Early Care and Education Center.	*
	*	Children or Moms-to-be participated in ACAP's Early Head Start program that provides comprehensive child development services, prenatally through age three.	*
	1	Children infancy to six years of age enrolled in ACAP's licensed childcare facilities.	\$4,481.48
	9	Children provided with food meeting USDA nutritional guidelines at licensed child care facilities through the Child Care Food Program.	\$6,985.17
	4	Youth engaged in activity to encourage healthy behaviors to reduce childhood obesity.	\$32.58

ACAP served ADULTS in Chapman as follows:

	*	Individuals were provided assistance to train for future employment through Workforce Innovation Opportunity Act Fund.	*
	*	Adults provided assistance to train for future employment through Workforce Innovation Opportunity Funds after a job loss.	*
	1	Individuals took part in the hoMEworks Homebuyer Education Class.	\$78.85
	*	Individuals were provided Homeownership Support counseling because they were at risk of falling behind on their mortgage payments or facing foreclosure	*

Although overall units of service and total dollars invested figures on the front page represent the overall cumulative numbers in your community, this report does not include all of the individual programs ACAP administers that benefit your community.

All of our services are reflected in our 2021 Directory of Services.

Aroostook County Collectively:

	209	Adults received free individualized assistance on all aspects of the Healthcare Marketplace including determining eligibility, comparing options, accessing tax credits and applying for coverage.	\$8,585
	110	Youth Age 12 to 14 were trained to engage their peers in a conversations about the risks associated with tobacco use.	\$200,991
	33	Households provided assistance replacing home heating oil tanks that were considered high risk of discharging oil into the environment.	\$101,847
	46	Children between the ages of 3 and 5 with developmental disabilities were provided specially designed instruction and educational support through ACAP's Early Intervention Services.	\$400,000

Response to the COVID 19 Pandemic:

- Over 100 households with job loss supported through the home energy assistance program.
- 794 payments totaling over \$710,000 made to landlords to ensure renters in Aroostook County remain safely in their home from April 16 to September 30, 2020. There were 430 applications to the COVID-19 Rental Assistance Program. These households all rented a home or apartment in Aroostook County and attested to the inability to pay rent due to a reduction in income due to Covid-19.
- Provision of temporary overflow shelter created with partners at MaineHousing, University of Maine at Presque Isle, Aroostook Emergency Management Association, City of Presque Isle and Homeless Services of Aroostook. Between April 9-June 30, 2020. Individuals were cared for with 557 shelter bed nights and 1630 meals. Fifteen individuals were housed in the Hope and Prosperity Wellness Shelter.
- Utility assistance provided to 196 households through Emergency Food and Shelter CARES Act Funding locally administered by United Way of Aroostook.
- Distribution of dental kits to 4,000 children county wide.
- Guidance on workforce or employment assistance to individuals through almost 400 calls.
- Access to over 100,500 meals prepared and delivered to families with young children throughout Aroostook County.
- Diapers and wipes distributed to 134 households.
- Coaching support made available for existing clients and 172 new clients, many of whom were requesting assistance for the first time.
- WIC benefits provided to 80 new families.
- Garden kits delivered to 250 kids through Snap-Ed and Let's Go Program.

These COVID-19 Pandemic numbers are from March 15 to July 15, 2020, unless otherwise noted.



Aroostook County Action Program

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2020 Report of Services for the Community of Crystal



By the numbers...

47

number of occasions ACAP provided services to
Town Name residents in 2020

\$98,135.42

total invested in supporting individuals and families in **Crystal** between October
1, 2019 and September 30, 2020

Comprehensive Service Approach

Our entire team is committed to this delivery model ensuring clients are connected to all of the programs and services that they need. ACAP Coaching Services are available to individuals and families. Our coaches work with clients on overcoming challenges and identify pathways to achieving their goals. Coaches work alongside individuals and families offering guidance and support along the way.



Early Care & Education

We provide families with comprehensive and affordable high quality prenatal, infant, toddler and preschool education, and child development programs.



Economic Development

We provide resources to assist individuals and families reach their goals. Our team provides the supports and resources to help achieve economic stability and sustainability.



Energy & Housing

We keep people warm, safe, and dry in their homes with a variety of programs that offer education or assistance in the areas of heating, energy efficiency, home purchase, repair and assistance for those facing foreclosure or eviction.



Prevention & Wellness

We build a stronger, healthier community by partnering with local and statewide organizations to offer prevention services that focus on nutrition, oral health, substance use, tobacco, and obesity.

Aroostook County Action Program, Inc. provides services and resources that help families achieve greater economic independence. As a lead or in partnership with others, ACAP strengthens the community by responding to human need.

ACAP served HOUSEHOLDS in Crystal as follows:

	22	Households received financial assistance to heat their home through the Home Energy Assistance Program (HEAP).	\$21,076
	*	Households were provided a comprehensive energy audit. The results of which determine energy conservation measures that were completed.	*
	1	Households had repair work completed on their home to ensure they could live safely.	\$6,000
	2	Households received assistance for repairing or replacing dangerous or malfunctioning heating systems.	\$1,960.67
	1	Households received financial assistance through the Energy Crisis Intervention Program (ECIP) to obtain emergency fuel delivery or prevent an electrical disconnect	\$319.90
	*	Households, otherwise not eligible for support through Federal or State programs, received assistance to get them through emergency with emergent needs including food, shelter, or fuel assistance.	*

ACAP served YOUTH in Crystal as follows:

	6	Families received education and food vouchers to assist children at nutritional risk, or pregnant or nursing women. The food vouchers are redeemed at local grocery stores for fruits, vegetables, dairy and whole grain products.	\$4,004.68
	*	Youth and Adults were provided education, resources, and evidence-based programming for reducing the use of alcohol, marijuana, and drug use.	*
	*	Moms received Breastfeeding Education and Support to encourage breastfeeding as primary source of infant nutrition.	*
	5	Families were provided education and activities that contribute to obesity prevention and overall health, all to improve the likelihood that families will make healthy food choices and choose physically active lifestyles. <i>(This program is only in Southern Aroostook County, per funding guidelines.)</i>	\$818.75
	*	Families were provided comprehensive services (coaching), including personal guidance, support and advocacy, as well as home energy reduction, financial literacy, job training, education and assistance securing employment, among others.	*

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ACAP served FAMILIES in Crystal as follows:

	*	Youth age 13 to 18 were assisted to address the harm they caused and repair their relationship with the community through the County Restorative Practice Program.	*
	*	Young adults age 16 to 24 took part in financial literacy classes as part of the Improving Outcomes for Youth Program.	*
	*	Children in preschool through grade 5 received dental sealants at no cost through our oral health program, which operates on-site at all County public elementary schools.	*
	*	Children in preschool through grade 5 were provided clinical assessments, dental cleanings, and other oral health care through our Kids Integrated Dental Services Program.	*
	3	Children ages three and four received comprehensive Head Start services through a licensed ACAP Early Care and Education Center.	\$43,573.20
	1	Children or Moms-to-be participated in ACAP's Early Head Start program that provides comprehensive child development services, prenatally through age three.	\$43,573.20
	*	Children infancy to six years of age enrolled in ACAP's licensed childcare facilities.	*
	3	Children provided with food meeting USDA nutritional guidelines at licensed child care facilities through the Child Care Food Program.	\$2,328.39
	*	Youth engaged in activity to encourage healthy behaviors to reduce childhood obesity.	*

ACAP served ADULTS in Crystal as follows:

	*	Individuals were provided assistance to train for future employment through Workforce Innovation Opportunity Act Fund.	*
	*	Adults provided assistance to train for future employment through Workforce Innovation Opportunity Funds after a job loss.	*
	1	Individuals took part in the hoMEworks Homebuyer Education Class.	\$78.85
	*	Individuals were provided Homeownership Support counseling because they were at risk of falling behind on their mortgage payments or facing foreclosure	*

Although overall units of service and total dollars invested figures on the front page represent the overall cumulative numbers in your community, this report does not include all of the individual programs ACAP administers that benefit your community.

All of our services are reflected in our 2021 Directory of Services.

Aroostook County Collectively:

	209	Adults received free individualized assistance on all aspects of the Healthcare Marketplace including determining eligibility, comparing options, accessing tax credits and applying for coverage.	\$8,585
	110	Youth Age 12 to 14 were trained to engage their peers in a conversations about the risks associated with tobacco use.	\$200,991
	33	Households provided assistance replacing home heating oil tanks that were considered high risk of discharging oil into the environment.	\$101,847
	46	Children between the ages of 3 and 5 with developmental disabilities were provided specially designed instruction and educational support through ACAP's Early Intervention Services.	\$400,000

Response to the COVID 19 Pandemic:

- Over 100 households with job loss supported through the home energy assistance program.
- 794 payments totaling over \$710,000 made to landlords to ensure renters in Aroostook County remain safely in their home from April 16 to September 30, 2020. There were 430 applications to the COVID-19 Rental Assistance Program. These households all rented a home or apartment in Aroostook County and attested to the inability to pay rent due to a reduction in income due to Covid-19.
- Provision of temporary overflow shelter created with partners at MaineHousing, University of Maine at Presque Isle, Aroostook Emergency Management Association, City of Presque Isle and Homeless Services of Aroostook. Between April 9-June 30, 2020. Individuals were cared for with 557 shelter bed nights and 1630 meals. Fifteen individuals were housed in the Hope and Prosperity Wellness Shelter.
- Utility assistance provided to 196 households through Emergency Food and Shelter CARES Act Funding locally administered by United Way of Aroostook.
- Distribution of dental kits to 4,000 children county wide.
- Guidance on workforce or employment assistance to individuals through almost 400 calls.
- Access to over 100,500 meals prepared and delivered to families with young children throughout Aroostook County.
- Diapers and wipes distributed to 134 households.
- Coaching support made available for existing clients and 172 new clients, many of whom were requesting assistance for the first time.
- WIC benefits provided to 80 new families.
- Garden kits delivered to 250 kids through Snap-Ed and Let's Go Program.

These COVID-19 Pandemic numbers are from March 15 to July 15, 2020, unless otherwise noted.



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2020 Report of Services for the Community of Cyr Plantation



By the numbers...

18

number of occasions ACAP provided services to
Town Name residents in 2020

\$12,401.16

total invested in supporting individuals and families in **Cyr Plantation** between
October 1, 2019 and September 30, 2020

Comprehensive Service Approach

Our entire team is committed to this delivery model ensuring clients are connected to all of the programs and services that they need. ACAP Coaching Services are available to individuals and families. Our coaches work with clients on overcoming challenges and identify pathways to achieving their goals. Coaches work alongside individuals and families offering guidance and support along the way.



Early Care & Education

We provide families with comprehensive and affordable high quality prenatal, infant, toddler and preschool education, and child development programs.



Economic Development

We provide resources to assist individuals and families reach their goals. Our team provides the supports and resources to help achieve economic stability and sustainability.



Energy & Housing

We keep people warm, safe, and dry in their homes with a variety of programs that offer education or assistance in the areas of heating, energy efficiency, home purchase, repair and assistance for those facing foreclosure or eviction.



Prevention & Wellness

We build a stronger, healthier community by partnering with local and statewide organizations to offer prevention services that focus on nutrition, oral health, substance use, tobacco, and obesity.

Aroostook County Action Program, Inc. provides services and resources that help families achieve greater economic independence. As a lead or in partnership with others, ACAP strengthens the community by responding to human need.

ACAP served HOUSEHOLDS in Cyr Plantation as follows:

	5	Households received financial assistance to heat their home through the Home Energy Assistance Program (HEAP).	5478
	*	Households were provided a comprehensive energy audit. The results of which determine energy conservation measures that were completed.	*
	*	Households had repair work completed on their home to ensure they could live safely.	*
	1	Households received assistance for repairing or replacing dangerous or malfunctioning heating systems.	\$2,422.18
	2	Households received financial assistance through the Energy Crisis Intervention Program (ECIP) to obtain emergency fuel delivery or prevent an electrical disconnect	\$400
	3	Households, otherwise not eligible for support through Federal or State programs, received assistance to get them through emergency with emergent needs including food, shelter, or fuel assistance.	\$715.60

ACAP served YOUTH in Cyr Plantation as follows:

	4	Families received education and food vouchers to assist children at nutritional risk, or pregnant or nursing women. The food vouchers are redeemed at local grocery stores for fruits, vegetables, dairy and whole grain products.	\$2,669.79
	*	Youth and Adults were provided education, resources, and evidence-based programming for reducing the use of alcohol, marijuana, and drug use.	*
	*	Moms received Breastfeeding Education and Support to encourage breastfeeding as primary source of infant nutrition.	*
	*	Families were provided education and activities that contribute to obesity prevention and overall health, all to improve the likelihood that families will make healthy food choices and choose physically active lifestyles. <i>(This program is only in Southern Aroostook County, per funding guidelines.)</i>	*
	*	Families were provided comprehensive services (coaching), including personal guidance, support and advocacy, as well as home energy reduction, financial literacy, job training, education and assistance securing employment, among others.	*

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ACAP served FAMILIES in Cyr Plantation as follows:

	*	Youth age 13 to 18 were assisted to address the harm they caused and repair their relationship with the community through the County Restorative Practice Program.	*
	*	Young adults age 16 to 24 took part in financial literacy classes as part of the Improving Outcomes for Youth Program.	*
	*	Children in preschool through grade 5 received dental sealants at no cost through our oral health program, which operates on-site at all County public elementary schools.	*
	*	Children in preschool through grade 5 were provided clinical assessments, dental cleanings, and other oral health care through our Kids Integrated Dental Services Program.	*
	*	Children ages three and four received comprehensive Head Start services through a licensed ACAP Early Care and Education Center.	*
	*	Children or Moms-to-be participated in ACAP's Early Head Start program that provides comprehensive child development services, prenatally through age three.	*
	*	Children infancy to six years of age enrolled in ACAP's licensed childcare facilities.	*
	*	Children provided with food meeting USDA nutritional guidelines at licensed child care facilities through the Child Care Food Program.	*
	*	Youth engaged in activity to encourage healthy behaviors to reduce childhood obesity.	*

ACAP served ADULTS in Cyr Plantation as follows:

	*	Individuals were provided assistance to train for future employment through Workforce Innovation Opportunity Act Fund.	*
	*	Adults provided assistance to train for future employment through Workforce Innovation Opportunity Funds after a job loss.	*
	*	Individuals took part in the hoMEworks Homebuyer Education Class.	*
	*	Individuals were provided Homeownership Support counseling because they were at risk of falling behind on their mortgage payments or facing foreclosure	*

Although overall units of service and total dollars invested figures on the front page represent the overall cumulative numbers in your community, this report does not include all of the individual programs ACAP administers that benefit your community.

All of our services are reflected in our 2021 Directory of Services.

Aroostook County Collectively:

	209	Adults received free individualized assistance on all aspects of the Healthcare Marketplace including determining eligibility, comparing options, accessing tax credits and applying for coverage.	\$8,585
	110	Youth Age 12 to 14 were trained to engage their peers in a conversations about the risks associated with tobacco use.	\$200,991
	33	Households provided assistance replacing home heating oil tanks that were considered high risk of discharging oil into the environment.	\$101,847
	46	Children between the ages of 3 and 5 with developmental disabilities were provided specially designed instruction and educational support through ACAP's Early Intervention Services.	\$400,000

Response to the COVID 19 Pandemic:

- Over 100 households with job loss supported through the home energy assistance program.
- 794 payments totaling over \$710,000 made to landlords to ensure renters in Aroostook County remain safely in their home from April 16 to September 30, 2020. There were 430 applications to the COVID-19 Rental Assistance Program. These households all rented a home or apartment in Aroostook County and attested to the inability to pay rent due to a reduction in income due to Covid-19.
- Provision of temporary overflow shelter created with partners at MaineHousing, University of Maine at Presque Isle, Aroostook Emergency Management Association, City of Presque Isle and Homeless Services of Aroostook. Between April 9-June 30, 2020. Individuals were cared for with 557 shelter bed nights and 1630 meals. Fifteen individuals were housed in the Hope and Prosperity Wellness Shelter.
- Utility assistance provided to 196 households through Emergency Food and Shelter CARES Act Funding locally administered by United Way of Aroostook.
- Distribution of dental kits to 4,000 children county wide.
- Guidance on workforce or employment assistance to individuals through almost 400 calls.
- Access to over 100,500 meals prepared and delivered to families with young children throughout Aroostook County.
- Diapers and wipes distributed to 134 households.
- Coaching support made available for existing clients and 172 new clients, many of whom were requesting assistance for the first time.
- WIC benefits provided to 80 new families.
- Garden kits delivered to 250 kids through Snap-Ed and Let's Go Program.

These COVID-19 Pandemic numbers are from March 15 to July 15, 2020, unless otherwise noted.



Aroostook County Action Program

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2020 Report of Services for the Community of Danforth



By the numbers...

27

number of occasions ACAP provided services to
Town Name residents in 2020

\$18,430.12

total invested in supporting individuals and families in **Danforth** between
October 1, 2019 and September 30, 2020

Comprehensive Service Approach

Our entire team is committed to this delivery model ensuring clients are connected to all of the programs and services that they need. ACAP Coaching Services are available to individuals and families. Our coaches work with clients on overcoming challenges and identify pathways to achieving their goals. Coaches work alongside individuals and families offering guidance and support along the way.



Early Care & Education

We provide families with comprehensive and affordable high quality prenatal, infant, toddler and preschool education, and child development programs.



Economic Development

We provide resources to assist individuals and families reach their goals. Our team provides the supports and resources to help achieve economic stability and sustainability.



Energy & Housing

We keep people warm, safe, and dry in their homes with a variety of programs that offer education or assistance in the areas of heating, energy efficiency, home purchase, repair and assistance for those facing foreclosure or eviction.



Prevention & Wellness

We build a stronger, healthier community by partnering with local and statewide organizations to offer prevention services that focus on nutrition, oral health, substance use, tobacco, and obesity.

Aroostook County Action Program, Inc. provides services and resources that help families achieve greater economic independence. As a lead or in partnership with others, ACAP strengthens the community by responding to human need.

ACAP served HOUSEHOLDS in Danforth as follows:

	*	Households received financial assistance to heat their home through the Home Energy Assistance Program (HEAP).	*
	*	Households were provided a comprehensive energy audit. The results of which determine energy conservation measures that were completed.	*
	*	Households had repair work completed on their home to ensure they could live safely.	*
	*	Households received assistance for repairing or replacing dangerous or malfunctioning heating systems.	*
	*	Households received financial assistance through the Energy Crisis Intervention Program (ECIP) to obtain emergency fuel delivery or prevent an electrical disconnect	*
	*	Households, otherwise not eligible for support through Federal or State programs, received assistance to get them through emergency with emergent needs including food, shelter, or fuel assistance.	*

ACAP served YOUTH in Danforth as follows:

	23	Families received education and food vouchers to assist children at nutritional risk, or pregnant or nursing women. The food vouchers are redeemed at local grocery stores for fruits, vegetables, dairy and whole grain products.	\$15,351.27
	*	Youth and Adults were provided education, resources, and evidence-based programming for reducing the use of alcohol, marijuana, and drug use.	*
	*	Moms received Breastfeeding Education and Support to encourage breastfeeding as primary source of infant nutrition.	*
	*	Families were provided education and activities that contribute to obesity prevention and overall health, all to improve the likelihood that families will make healthy food choices and choose physically active lifestyles. <i>(This program is only in Southern Aroostook County, per funding guidelines.)</i>	*
	*	Families were provided comprehensive services (coaching), including personal guidance, support and advocacy, as well as home energy reduction, financial literacy, job training, education and assistance securing employment, among others.	*

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ACAP served FAMILIES in Danforth as follows:

	*	Youth age 13 to 18 were assisted to address the harm they caused and repair their relationship with the community through the County Restorative Practice Program.	*
	*	Young adults age 16 to 24 took part in financial literacy classes as part of the Improving Outcomes for Youth Program.	*
	*	Children in preschool through grade 5 received dental sealants at no cost through our oral health program, which operates on-site at all County public elementary schools.	*
	*	Children in preschool through grade 5 were provided clinical assessments, dental cleanings, and other oral health care through our Kids Integrated Dental Services Program.	*
	*	Children ages three and four received comprehensive Head Start services through a licensed ACAP Early Care and Education Center.	*
	*	Children or Moms-to-be participated in ACAP's Early Head Start program that provides comprehensive child development services, prenatally through age three.	*
	*	Children infancy to six years of age enrolled in ACAP's licensed childcare facilities.	*
	*	Children provided with food meeting USDA nutritional guidelines at licensed child care facilities through the Child Care Food Program.	*
	*	Youth engaged in activity to encourage healthy behaviors to reduce childhood obesity.	*

ACAP served ADULTS in Danforth as follows:

	*	Individuals were provided assistance to train for future employment through Workforce Innovation Opportunity Act Fund.	*
	*	Adults provided assistance to train for future employment through Workforce Innovation Opportunity Funds after a job loss.	*
	1	Individuals took part in the hoMEworks Homebuyer Education Class.	\$78.85
	3	Individuals were provided Homeownership Support counseling because they were at risk of falling behind on their mortgage payments or facing foreclosure	\$3,000

Although overall units of service and total dollars invested figures on the front page represent the overall cumulative numbers in your community, this report does not include all of the individual programs ACAP administers that benefit your community.

All of our services are reflected in our 2021 Directory of Services.

Aroostook County Collectively:

	209	Adults received free individualized assistance on all aspects of the Healthcare Marketplace including determining eligibility, comparing options, accessing tax credits and applying for coverage.	\$8,585
	110	Youth Age 12 to 14 were trained to engage their peers in a conversations about the risks associated with tobacco use.	\$200,991
	33	Households provided assistance replacing home heating oil tanks that were considered high risk of discharging oil into the environment.	\$101,847
	46	Children between the ages of 3 and 5 with developmental disabilities were provided specially designed instruction and educational support through ACAP's Early Intervention Services.	\$400,000

Response to the COVID 19 Pandemic:

- Over 100 households with job loss supported through the home energy assistance program.
- 794 payments totaling over \$710,000 made to landlords to ensure renters in Aroostook County remain safely in their home from April 16 to September 30, 2020. There were 430 applications to the COVID-19 Rental Assistance Program. These households all rented a home or apartment in Aroostook County and attested to the inability to pay rent due to a reduction in income due to Covid-19.
- Provision of temporary overflow shelter created with partners at MaineHousing, University of Maine at Presque Isle, Aroostook Emergency Management Association, City of Presque Isle and Homeless Services of Aroostook. Between April 9-June 30, 2020. Individuals were cared for with 557 shelter bed nights and 1630 meals. Fifteen individuals were housed in the Hope and Prosperity Wellness Shelter.
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- Distribution of dental kits to 4,000 children county wide.
- Guidance on workforce or employment assistance to individuals through almost 400 calls.
- Access to over 100,500 meals prepared and delivered to families with young children throughout Aroostook County.
- Diapers and wipes distributed to 134 households.
- Coaching support made available for existing clients and 172 new clients, many of whom were requesting assistance for the first time.
- WIC benefits provided to 80 new families.
- Garden kits delivered to 250 kids through Snap-Ed and Let's Go Program.

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Aroostook County Action Program

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2020 Report of Services for the Community of Dyer Brook



By the numbers...

186

number of occasions ACAP provided services to
Town Name residents in 2020

\$64,593.90

total invested in supporting individuals and families in **Dyer Brook** between
October 1, 2019 and September 30, 2020

Comprehensive Service Approach

Our entire team is committed to this delivery model ensuring clients are connected to all of the programs and services that they need. ACAP Coaching Services are available to individuals and families. Our coaches work with clients on overcoming challenges and identify pathways to achieving their goals. Coaches work alongside individuals and families offering guidance and support along the way.



Early Care & Education

We provide families with comprehensive and affordable high quality prenatal, infant, toddler and preschool education, and child development programs.



Economic Development

We provide resources to assist individuals and families reach their goals. Our team provides the supports and resources to help achieve economic stability and sustainability.



Energy & Housing

We keep people warm, safe, and dry in their homes with a variety of programs that offer education or assistance in the areas of heating, energy efficiency, home purchase, repair and assistance for those facing foreclosure or eviction.



Prevention & Wellness

We build a stronger, healthier community by partnering with local and statewide organizations to offer prevention services that focus on nutrition, oral health, substance use, tobacco, and obesity.

Aroostook County Action Program, Inc. provides services and resources that help families achieve greater economic independence. As a lead or in partnership with others, ACAP strengthens the community by responding to human need.

ACAP served HOUSEHOLDS in Dyer Brook as follows:

	9	Households received financial assistance to heat their home through the Home Energy Assistance Program (HEAP).	\$9,394
	*	Households were provided a comprehensive energy audit. The results of which determine energy conservation measures that were completed.	*
	*	Households had repair work completed on their home to ensure they could live safely.	*
	1	Households received assistance for repairing or replacing dangerous or malfunctioning heating systems.	\$526.50
	2	Households received financial assistance through the Energy Crisis Intervention Program (ECIP) to obtain emergency fuel delivery or prevent an electrical disconnect	\$789.02
	1	Households, otherwise not eligible for support through Federal or State programs, received assistance to get them through emergency with emergent needs including food, shelter, or fuel assistance.	\$270

ACAP served YOUTH in Dyer Brook as follows:

	5	Families received education and food vouchers to assist children at nutritional risk, or pregnant or nursing women. The food vouchers are redeemed at local grocery stores for fruits, vegetables, dairy and whole grain products.	\$3,337.23
	*	Youth and Adults were provided education, resources, and evidence-based programming for reducing the use of alcohol, marijuana, and drug use.	*
	*	Moms received Breastfeeding Education and Support to encourage breastfeeding as primary source of infant nutrition.	*
	1	Families were provided education and activities that contribute to obesity prevention and overall health, all to improve the likelihood that families will make healthy food choices and choose physically active lifestyles. <i>(This program is only in Southern Aroostook County, per funding guidelines.)</i>	\$163.75
	3	Families were provided comprehensive services (coaching), including personal guidance, support and advocacy, as well as home energy reduction, financial literacy, job training, education and assistance securing employment, among others.	\$1,733.94

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ACAP served FAMILIES in Dyer Brook as follows:

	*	Youth age 13 to 18 were assisted to address the harm they caused and repair their relationship with the community through the County Restorative Practice Program.	*
	*	Young adults age 16 to 24 took part in financial literacy classes as part of the Improving Outcomes for Youth Program.	*
	121	Children in preschool through grade 5 received dental sealants at no cost through our oral health program, which operates on-site at all County public elementary schools.	\$3,375.14
	*	Children in preschool through grade 5 were provided clinical assessments, dental cleanings, and other oral health care through our Kids Integrated Dental Services Program.	*
	2	Children ages three and four received comprehensive Head Start services through a licensed ACAP Early Care and Education Center.	\$29,048.80
	*	Children or Moms-to-be participated in ACAP's Early Head Start program that provides comprehensive child development services, prenatally through age three.	\$29,048.80
	*	Children infancy to six years of age enrolled in ACAP's licensed childcare facilities.	*
	20	Children provided with food meeting USDA nutritional guidelines at licensed child care facilities through the Child Care Food Program.	\$15,522.60
	20	Youth engaged in activity to encourage healthy behaviors to reduce childhood obesity.	\$162.92

ACAP served ADULTS in Dyer Brook as follows:

	*	Individuals were provided assistance to train for future employment through Workforce Innovation Opportunity Act Fund.	*
	*	Adults provided assistance to train for future employment through Workforce Innovation Opportunity Funds after a job loss.	*
	*	Individuals took part in the hoMEworks Homebuyer Education Class.	*
	*	Individuals were provided Homeownership Support counseling because they were at risk of falling behind on their mortgage payments or facing foreclosure	*

Although overall units of service and total dollars invested figures on the front page represent the overall cumulative numbers in your community, this report does not include all of the individual programs ACAP administers that benefit your community.

All of our services are reflected in our 2021 Directory of Services.

Aroostook County Collectively:

	209	Adults received free individualized assistance on all aspects of the Healthcare Marketplace including determining eligibility, comparing options, accessing tax credits and applying for coverage.	\$8,585
	110	Youth Age 12 to 14 were trained to engage their peers in a conversations about the risks associated with tobacco use.	\$200,991
	33	Households provided assistance replacing home heating oil tanks that were considered high risk of discharging oil into the environment.	\$101,847
	46	Children between the ages of 3 and 5 with developmental disabilities were provided specially designed instruction and educational support through ACAP's Early Intervention Services.	\$400,000

Response to the COVID 19 Pandemic:

- Over 100 households with job loss supported through the home energy assistance program.
- 794 payments totaling over \$710,000 made to landlords to ensure renters in Aroostook County remain safely in their home from April 16 to September 30, 2020. There were 430 applications to the COVID-19 Rental Assistance Program. These households all rented a home or apartment in Aroostook County and attested to the inability to pay rent due to a reduction in income due to Covid-19.
- Provision of temporary overflow shelter created with partners at MaineHousing, University of Maine at Presque Isle, Aroostook Emergency Management Association, City of Presque Isle and Homeless Services of Aroostook. Between April 9-June 30, 2020. Individuals were cared for with 557 shelter bed nights and 1630 meals. Fifteen individuals were housed in the Hope and Prosperity Wellness Shelter.
- Utility assistance provided to 196 households through Emergency Food and Shelter CARES Act Funding locally administered by United Way of Aroostook.
- Distribution of dental kits to 4,000 children county wide.
- Guidance on workforce or employment assistance to individuals through almost 400 calls.
- Access to over 100,500 meals prepared and delivered to families with young children throughout Aroostook County.
- Diapers and wipes distributed to 134 households.
- Coaching support made available for existing clients and 172 new clients, many of whom were requesting assistance for the first time.
- WIC benefits provided to 80 new families.
- Garden kits delivered to 250 kids through Snap-Ed and Let's Go Program.

These COVID-19 Pandemic numbers are from March 15 to July 15, 2020, unless otherwise noted.



Aroostook County Action Program

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2020 Report of Services for the Community of Eagle Lake (Inc. Plaisted)



By the numbers...

94

number of occasions ACAP provided services to
Town Name residents in 2020

\$88,792.14

total invested in supporting individuals and families in **Eagle Lake (Inc. Plaisted)**
between October 1, 2019 and September 30, 2020

Comprehensive Service Approach

Our entire team is committed to this delivery model ensuring clients are connected to all of the programs and services that they need. ACAP Coaching Services are available to individuals and families. Our coaches work with clients on overcoming challenges and identify pathways to achieving their goals. Coaches work alongside individuals and families offering guidance and support along the way.



Early Care & Education

We provide families with comprehensive and affordable high quality prenatal, infant, toddler and preschool education, and child development programs.



Economic Development

We provide resources to assist individuals and families reach their goals. Our team provides the supports and resources to help achieve economic stability and sustainability.



Energy & Housing

We keep people warm, safe, and dry in their homes with a variety of programs that offer education or assistance in the areas of heating, energy efficiency, home purchase, repair and assistance for those facing foreclosure or eviction.



Prevention & Wellness

We build a stronger, healthier community by partnering with local and statewide organizations to offer prevention services that focus on nutrition, oral health, substance use, tobacco, and obesity.

Aroostook County Action Program, Inc. provides services and resources that help families achieve greater economic independence. As a lead or in partnership with others, ACAP strengthens the community by responding to human need.

ACAP served HOUSEHOLDS in Eagle Lake (Inc. Plaisted) as follows:

	62	Households received financial assistance to heat their home through the Home Energy Assistance Program (HEAP).	\$38,867
	3	Households were provided a comprehensive energy audit. The results of which determine energy conservation measures that were completed.	\$25,620.66
	*	Households had repair work completed on their home to ensure they could live safely.	*
	7	Households received assistance for repairing or replacing dangerous or malfunctioning heating systems.	\$8,001.74
	4	Households received financial assistance through the Energy Crisis Intervention Program (ECIP) to obtain emergency fuel delivery or prevent an electrical disconnect	\$1,420.11
	*	Households, otherwise not eligible for support through Federal or State programs, received assistance to get them through emergency with emergent needs including food, shelter, or fuel assistance.	*

ACAP served YOUTH in Eagle Lake (Inc. Plaisted) as follows:

	5	Families received education and food vouchers to assist children at nutritional risk, or pregnant or nursing women. The food vouchers are redeemed at local grocery stores for fruits, vegetables, dairy and whole grain products.	\$3,337.23
	*	Youth and Adults were provided education, resources, and evidence-based programming for reducing the use of alcohol, marijuana, and drug use.	*
	1	Moms received Breastfeeding Education and Support to encourage breastfeeding as primary source of infant nutrition.	\$214.29
	*	Families were provided education and activities that contribute to obesity prevention and overall health, all to improve the likelihood that families will make healthy food choices and choose physically active lifestyles. <i>(This program is only in Southern Aroostook County, per funding guidelines.)</i>	*
	*	Families were provided comprehensive services (coaching), including personal guidance, support and advocacy, as well as home energy reduction, financial literacy, job training, education and assistance securing employment, among others.	*

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ACAP served FAMILIES in Eagle Lake (Inc. Plaisted) as follows:

	*	Youth age 13 to 18 were assisted to address the harm they caused and repair their relationship with the community through the County Restorative Practice Program.	*
	*	Young adults age 16 to 24 took part in financial literacy classes as part of the Improving Outcomes for Youth Program.	*
	*	Children in preschool through grade 5 received dental sealants at no cost through our oral health program, which operates on-site at all County public elementary schools.	*
	*	Children in preschool through grade 5 were provided clinical assessments, dental cleanings, and other oral health care through our Kids Integrated Dental Services Program.	*
	*	Children ages three and four received comprehensive Head Start services through a licensed ACAP Early Care and Education Center.	*
	*	Children or Moms-to-be participated in ACAP's Early Head Start program that provides comprehensive child development services, prenatally through age three.	*
	*	Children infancy to six years of age enrolled in ACAP's licensed childcare facilities.	*
	*	Children provided with food meeting USDA nutritional guidelines at licensed child care facilities through the Child Care Food Program.	*
	10	Youth engaged in activity to encourage healthy behaviors to reduce childhood obesity.	\$81.46

ACAP served ADULTS in Eagle Lake (Inc. Plaisted) as follows:

	*	Individuals were provided assistance to train for future employment through Workforce Innovation Opportunity Act Fund.	*
	*	Adults provided assistance to train for future employment through Workforce Innovation Opportunity Funds after a job loss.	*
	*	Individuals took part in the hoMEworks Homebuyer Education Class.	*
	*	Individuals were provided Homeownership Support counseling because they were at risk of falling behind on their mortgage payments or facing foreclosure	*

Although overall units of service and total dollars invested figures on the front page represent the overall cumulative numbers in your community, this report does not include all of the individual programs ACAP administers that benefit your community.

All of our services are reflected in our 2021 Directory of Services.

Aroostook County Collectively:

	209	Adults received free individualized assistance on all aspects of the Healthcare Marketplace including determining eligibility, comparing options, accessing tax credits and applying for coverage.	\$8,585
	110	Youth Age 12 to 14 were trained to engage their peers in a conversations about the risks associated with tobacco use.	\$200,991
	33	Households provided assistance replacing home heating oil tanks that were considered high risk of discharging oil into the environment.	\$101,847
	46	Children between the ages of 3 and 5 with developmental disabilities were provided specially designed instruction and educational support through ACAP's Early Intervention Services.	\$400,000

Response to the COVID 19 Pandemic:

- Over 100 households with job loss supported through the home energy assistance program.
- 794 payments totaling over \$710,000 made to landlords to ensure renters in Aroostook County remain safely in their home from April 16 to September 30, 2020. There were 430 applications to the COVID-19 Rental Assistance Program. These households all rented a home or apartment in Aroostook County and attested to the inability to pay rent due to a reduction in income due to Covid-19.
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- Access to over 100,500 meals prepared and delivered to families with young children throughout Aroostook County.
- Diapers and wipes distributed to 134 households.
- Coaching support made available for existing clients and 172 new clients, many of whom were requesting assistance for the first time.
- WIC benefits provided to 80 new families.
- Garden kits delivered to 250 kids through Snap-Ed and Let's Go Program.

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2020 Report of Services for the Community of Easton



By the numbers...

845

number of occasions ACAP provided services to
Town Name residents in 2020

\$144,121.16

total invested in supporting individuals and families in **Easton** between October
1, 2019 and September 30, 2020

Comprehensive Service Approach

Our entire team is committed to this delivery model ensuring clients are connected to all of the programs and services that they need. ACAP Coaching Services are available to individuals and families. Our coaches work with clients on overcoming challenges and identify pathways to achieving their goals. Coaches work alongside individuals and families offering guidance and support along the way.



Early Care & Education

We provide families with comprehensive and affordable high quality prenatal, infant, toddler and preschool education, and child development programs.



Economic Development

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Energy & Housing

We keep people warm, safe, and dry in their homes with a variety of programs that offer education or assistance in the areas of heating, energy efficiency, home purchase, repair and assistance for those facing foreclosure or eviction.



Prevention & Wellness

We build a stronger, healthier community by partnering with local and statewide organizations to offer prevention services that focus on nutrition, oral health, substance use, tobacco, and obesity.

Aroostook County Action Program, Inc. provides services and resources that help families achieve greater economic independence. As a lead or in partnership with others, ACAP strengthens the community by responding to human need.

ACAP served HOUSEHOLDS in Easton as follows:

	67	Households received financial assistance to heat their home through the Home Energy Assistance Program (HEAP).	\$49,310.39
	1	Households were provided a comprehensive energy audit. The results of which determine energy conservation measures that were completed.	\$5,574.89
	*	Households had repair work completed on their home to ensure they could live safely.	*
	2	Households received assistance for repairing or replacing dangerous or malfunctioning heating systems.	\$2,855.43
	9	Households received financial assistance through the Energy Crisis Intervention Program (ECIP) to obtain emergency fuel delivery or prevent an electrical disconnect	\$3,302.81
	*	Households, otherwise not eligible for support through Federal or State programs, received assistance to get them through emergency with emergent needs including food, shelter, or fuel assistance.	*

ACAP served YOUTH in Easton as follows:

	31	Families received education and food vouchers to assist children at nutritional risk, or pregnant or nursing women. The food vouchers are redeemed at local grocery stores for fruits, vegetables, dairy and whole grain products.	\$20,690.85
	23	Youth and Adults were provided education, resources, and evidence-based programming for reducing the use of alcohol, marijuana, and drug use.	\$1,878.87
	3	Moms received Breastfeeding Education and Support to encourage breastfeeding as primary source of infant nutrition.	\$642.87
	*	Families were provided education and activities that contribute to obesity prevention and overall health, all to improve the likelihood that families will make healthy food choices and choose physically active lifestyles. <i>(This program is only in Southern Aroostook County, per funding guidelines.)</i>	*
	*	Families were provided comprehensive services (coaching), including personal guidance, support and advocacy, as well as home energy reduction, financial literacy, job training, education and assistance securing employment, among others.	*

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ACAP served FAMILIES in Easton as follows:

	*	Youth age 13 to 18 were assisted to address the harm they caused and repair their relationship with the community through the County Restorative Practice Program.	*
	*	Young adults age 16 to 24 took part in financial literacy classes as part of the Improving Outcomes for Youth Program.	*
	51	Children in preschool through grade 5 received dental sealants at no cost through our oral health program, which operates on-site at all County public elementary schools.	\$1,422.58
	*	Children in preschool through grade 5 were provided clinical assessments, dental cleanings, and other oral health care through our Kids Integrated Dental Services Program.	*
	1	Children ages three and four received comprehensive Head Start services through a licensed ACAP Early Care and Education Center.	\$14,525.40
	*	Children or Moms-to-be participated in ACAP's Early Head Start program that provides comprehensive child development services, prenatally through age three.	\$14,525.40
	5	Children infancy to six years of age enrolled in ACAP's licensed childcare facilities.	\$22,407.40
	21	Children provided with food meeting USDA nutritional guidelines at licensed child care facilities through the Child Care Food Program.	\$16,298.73
	630	Youth engaged in activity to encourage healthy behaviors to reduce childhood obesity.	\$5,132.11

ACAP served ADULTS in Easton as follows:

	*	Individuals were provided assistance to train for future employment through Workforce Innovation Opportunity Act Fund.	*
	*	Adults provided assistance to train for future employment through Workforce Innovation Opportunity Funds after a job loss.	*
	1	Individuals took part in the hoMEworks Homebuyer Education Class.	\$78.85
	*	Individuals were provided Homeownership Support counseling because they were at risk of falling behind on their mortgage payments or facing foreclosure	*

Although overall units of service and total dollars invested figures on the front page represent the overall cumulative numbers in your community, this report does not include all of the individual programs ACAP administers that benefit your community.

All of our services are reflected in our 2021 Directory of Services.

Aroostook County Collectively:

	209	Adults received free individualized assistance on all aspects of the Healthcare Marketplace including determining eligibility, comparing options, accessing tax credits and applying for coverage.	\$8,585
	110	Youth Age 12 to 14 were trained to engage their peers in a conversations about the risks associated with tobacco use.	\$200,991
	33	Households provided assistance replacing home heating oil tanks that were considered high risk of discharging oil into the environment.	\$101,847
	46	Children between the ages of 3 and 5 with developmental disabilities were provided specially designed instruction and educational support through ACAP's Early Intervention Services.	\$400,000

Response to the COVID 19 Pandemic:

- Over 100 households with job loss supported through the home energy assistance program.
- 794 payments totaling over \$710,000 made to landlords to ensure renters in Aroostook County remain safely in their home from April 16 to September 30, 2020. There were 430 applications to the COVID-19 Rental Assistance Program. These households all rented a home or apartment in Aroostook County and attested to the inability to pay rent due to a reduction in income due to Covid-19.
- Provision of temporary overflow shelter created with partners at MaineHousing, University of Maine at Presque Isle, Aroostook Emergency Management Association, City of Presque Isle and Homeless Services of Aroostook. Between April 9-June 30, 2020. Individuals were cared for with 557 shelter bed nights and 1630 meals. Fifteen individuals were housed in the Hope and Prosperity Wellness Shelter.
- Utility assistance provided to 196 households through Emergency Food and Shelter CARES Act Funding locally administered by United Way of Aroostook.
- Distribution of dental kits to 4,000 children county wide.
- Guidance on workforce or employment assistance to individuals through almost 400 calls.
- Access to over 100,500 meals prepared and delivered to families with young children throughout Aroostook County.
- Diapers and wipes distributed to 134 households.
- Coaching support made available for existing clients and 172 new clients, many of whom were requesting assistance for the first time.
- WIC benefits provided to 80 new families.
- Garden kits delivered to 250 kids through Snap-Ed and Let's Go Program.

These COVID-19 Pandemic numbers are from March 15 to July 15, 2020, unless otherwise noted.



Aroostook County Action Program

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2020 Report of Services for the Community of Fort Fairfield



By the numbers...

1,723

number of occasions ACAP provided services to
Town Name residents in 2020

\$895,833.16

total invested in supporting individuals and families in **Fort Fairfield** between
October 1, 2019 and September 30, 2020

Comprehensive Service Approach

Our entire team is committed to this delivery model ensuring clients are connected to all of the programs and services that they need. ACAP Coaching Services are available to individuals and families. Our coaches work with clients on overcoming challenges and identify pathways to achieving their goals. Coaches work alongside individuals and families offering guidance and support along the way.



Early Care & Education

We provide families with comprehensive and affordable high quality prenatal, infant, toddler and preschool education, and child development programs.



Economic Development

We provide resources to assist individuals and families reach their goals. Our team provides the supports and resources to help achieve economic stability and sustainability.



Energy & Housing

We keep people warm, safe, and dry in their homes with a variety of programs that offer education or assistance in the areas of heating, energy efficiency, home purchase, repair and assistance for those facing foreclosure or eviction.



Prevention & Wellness

We build a stronger, healthier community by partnering with local and statewide organizations to offer prevention services that focus on nutrition, oral health, substance use, tobacco, and obesity.

Aroostook County Action Program, Inc. provides services and resources that help families achieve greater economic independence. As a lead or in partnership with others, ACAP strengthens the community by responding to human need.

ACAP served HOUSEHOLDS in Fort Fairfield as follows:

	280	Households received financial assistance to heat their home through the Home Energy Assistance Program (HEAP).	\$180,765
	4	Households were provided a comprehensive energy audit. The results of which determine energy conservation measures that were completed.	\$22,499.87
	2	Households had repair work completed on their home to ensure they could live safely.	\$20,040
	19	Households received assistance for repairing or replacing dangerous or malfunctioning heating systems.	\$39,843.57
	41	Households received financial assistance through the Energy Crisis Intervention Program (ECIP) to obtain emergency fuel delivery or prevent an electrical disconnect	\$13,691.91
	13	Households, otherwise not eligible for support through Federal or State programs, received assistance to get them through emergency with emergent needs including food, shelter, or fuel assistance.	\$3,352.99

ACAP served YOUTH in Fort Fairfield as follows:

	97	Families received education and food vouchers to assist children at nutritional risk, or pregnant or nursing women. The food vouchers are redeemed at local grocery stores for fruits, vegetables, dairy and whole grain products.	\$64,742.32
	29	Youth and Adults were provided education, resources, and evidence-based programming for reducing the use of alcohol, marijuana, and drug use.	\$2,369.01
	6	Moms received Breastfeeding Education and Support to encourage breastfeeding as primary source of infant nutrition.	\$1,285.74
	*	Families were provided education and activities that contribute to obesity prevention and overall health, all to improve the likelihood that families will make healthy food choices and choose physically active lifestyles. <i>(This program is only in Southern Aroostook County, per funding guidelines.)</i>	*
	15	Families were provided comprehensive services (coaching), including personal guidance, support and advocacy, as well as home energy reduction, financial literacy, job training, education and assistance securing employment, among others.	\$8,669.70

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ACAP served FAMILIES in Fort Fairfield as follows:

	*	Youth age 13 to 18 were assisted to address the harm they caused and repair their relationship with the community through the County Restorative Practice Program.	*
	3	Young adults age 16 to 24 took part in financial literacy classes as part of the Improving Outcomes for Youth Program.	\$19,037.27
	140	Children in preschool through grade 5 received dental sealants at no cost through our oral health program, which operates on-site at all County public elementary schools.	\$3,905.12
	*	Children in preschool through grade 5 were provided clinical assessments, dental cleanings, and other oral health care through our Kids Integrated Dental Services Program.	*
	9	Children ages three and four received comprehensive Head Start services through a licensed ACAP Early Care and Education Center.	\$130,719.60
	6	Children or Moms-to-be participated in ACAP's Early Head Start program that provides comprehensive child development services, prenatally through age three.	\$130,719.60
	5	Children infancy to six years of age enrolled in ACAP's licensed childcare facilities.	\$22,407.40
	15	Children provided with food meeting USDA nutritional guidelines at licensed child care facilities through the Child Care Food Program.	\$11,641.95
	887	Youth engaged in activity to encourage healthy behaviors to reduce childhood obesity.	\$7,225.68

ACAP served ADULTS in Fort Fairfield as follows:

	3	Individuals were provided assistance to train for future employment through Workforce Innovation Opportunity Act Fund.	\$6,528.99
	4	Adults provided assistance to train for future employment through Workforce Innovation Opportunity Funds after a job loss.	\$13,026.60
	15	Individuals took part in the hoMEworks Homebuyer Education Class.	\$1,182.75
	1	Individuals were provided Homeownership Support counseling because they were at risk of falling behind on their mortgage payments or facing foreclosure	\$1,000

Although overall units of service and total dollars invested figures on the front page represent the overall cumulative numbers in your community, this report does not include all of the individual programs ACAP administers that benefit your community.

All of our services are reflected in our 2021 Directory of Services.

Aroostook County Collectively:

	209	Adults received free individualized assistance on all aspects of the Healthcare Marketplace including determining eligibility, comparing options, accessing tax credits and applying for coverage.	\$8,585
	110	Youth Age 12 to 14 were trained to engage their peers in a conversations about the risks associated with tobacco use.	\$200,991
	33	Households provided assistance replacing home heating oil tanks that were considered high risk of discharging oil into the environment.	\$101,847
	46	Children between the ages of 3 and 5 with developmental disabilities were provided specially designed instruction and educational support through ACAP's Early Intervention Services.	\$400,000

Response to the COVID 19 Pandemic:

- Over 100 households with job loss supported through the home energy assistance program.
- 794 payments totaling over \$710,000 made to landlords to ensure renters in Aroostook County remain safely in their home from April 16 to September 30, 2020. There were 430 applications to the COVID-19 Rental Assistance Program. These households all rented a home or apartment in Aroostook County and attested to the inability to pay rent due to a reduction in income due to Covid-19.
- Provision of temporary overflow shelter created with partners at MaineHousing, University of Maine at Presque Isle, Aroostook Emergency Management Association, City of Presque Isle and Homeless Services of Aroostook. Between April 9-June 30, 2020. Individuals were cared for with 557 shelter bed nights and 1630 meals. Fifteen individuals were housed in the Hope and Prosperity Wellness Shelter.
- Utility assistance provided to 196 households through Emergency Food and Shelter CARES Act Funding locally administered by United Way of Aroostook.
- Distribution of dental kits to 4,000 children county wide.
- Guidance on workforce or employment assistance to individuals through almost 400 calls.
- Access to over 100,500 meals prepared and delivered to families with young children throughout Aroostook County.
- Diapers and wipes distributed to 134 households.
- Coaching support made available for existing clients and 172 new clients, many of whom were requesting assistance for the first time.
- WIC benefits provided to 80 new families.
- Garden kits delivered to 250 kids through Snap-Ed and Let's Go Program.

These COVID-19 Pandemic numbers are from March 15 to July 15, 2020, unless otherwise noted.



Aroostook County Action Program

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2020 Report of Services for the Community of Fort Kent



By the numbers...

1,889

number of occasions ACAP provided services to
Town Name residents in 2020

\$487,290.02

total invested in supporting individuals and families in **Fort Kent** between
October 1, 2019 and September 30, 2020

Comprehensive Service Approach

Our entire team is committed to this delivery model ensuring clients are connected to all of the programs and services that they need. ACAP Coaching Services are available to individuals and families. Our coaches work with clients on overcoming challenges and identify pathways to achieving their goals. Coaches work alongside individuals and families offering guidance and support along the way.



Early Care & Education

We provide families with comprehensive and affordable high quality prenatal, infant, toddler and preschool education, and child development programs.



Economic Development

We provide resources to assist individuals and families reach their goals. Our team provides the supports and resources to help achieve economic stability and sustainability.



Energy & Housing

We keep people warm, safe, and dry in their homes with a variety of programs that offer education or assistance in the areas of heating, energy efficiency, home purchase, repair and assistance for those facing foreclosure or eviction.



Prevention & Wellness

We build a stronger, healthier community by partnering with local and statewide organizations to offer prevention services that focus on nutrition, oral health, substance use, tobacco, and obesity.

Aroostook County Action Program, Inc. provides services and resources that help families achieve greater economic independence. As a lead or in partnership with others, ACAP strengthens the community by responding to human need.

ACAP served HOUSEHOLDS in Fort Kent as follows:

	145	Households received financial assistance to heat their home through the Home Energy Assistance Program (HEAP).	\$85,629
	4	Households were provided a comprehensive energy audit. The results of which determine energy conservation measures that were completed.	\$24,805.30
	1	Households had repair work completed on their home to ensure they could live safely.	\$984.00
	21	Households received assistance for repairing or replacing dangerous or malfunctioning heating systems.	\$43,773.37
	6	Households received financial assistance through the Energy Crisis Intervention Program (ECIP) to obtain emergency fuel delivery or prevent an electrical disconnect	\$2,048.96
	7	Households, otherwise not eligible for support through Federal or State programs, received assistance to get them through emergency with emergent needs including food, shelter, or fuel assistance.	\$1,988.30

ACAP served YOUTH in Fort Kent as follows:

	81	Families received education and food vouchers to assist children at nutritional risk, or pregnant or nursing women. The food vouchers are redeemed at local grocery stores for fruits, vegetables, dairy and whole grain products.	\$54,063.18
	1	Youth and Adults were provided education, resources, and evidence-based programming for reducing the use of alcohol, marijuana, and drug use.	\$81.69
	4	Moms received Breastfeeding Education and Support to encourage breastfeeding as primary source of infant nutrition.	\$857.16
	*	Families were provided education and activities that contribute to obesity prevention and overall health, all to improve the likelihood that families will make healthy food choices and choose physically active lifestyles. <i>(This program is only in Southern Aroostook County, per funding guidelines.)</i>	*
	10	Families were provided comprehensive services (coaching), including personal guidance, support and advocacy, as well as home energy reduction, financial literacy, job training, education and assistance securing employment, among others.	\$5,779.80

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ACAP served FAMILIES in Fort Kent as follows:

	*	Youth age 13 to 18 were assisted to address the harm they caused and repair their relationship with the community through the County Restorative Practice Program.	*
	2	Young adults age 16 to 24 took part in financial literacy classes as part of the Improving Outcomes for Youth Program.	\$12,691.52
	350	Children in preschool through grade 5 received dental sealants at no cost through our oral health program, which operates on-site at all County public elementary schools.	\$9,762.80
	57	Children in preschool through grade 5 were provided clinical assessments, dental cleanings, and other oral health care through our Kids Integrated Dental Services Program.	\$2,786.17
	6	Children ages three and four received comprehensive Head Start services through a licensed ACAP Early Care and Education Center.	\$87,146.40
	6	Children or Moms-to-be participated in ACAP's Early Head Start program that provides comprehensive child development services, prenatally through age three.	\$87,146.40
	*	Children infancy to six years of age enrolled in ACAP's licensed childcare facilities.	*
	55	Children provided with food meeting USDA nutritional guidelines at licensed child care facilities through the Child Care Food Program.	\$42,687.15
	1,112	Youth engaged in activity to encourage healthy behaviors to reduce childhood obesity.	\$9,058.57

ACAP served ADULTS in Fort Kent as follows:

	1	Individuals were provided assistance to train for future employment through Workforce Innovation Opportunity Act Fund.	\$2,176.33
	1	Adults provided assistance to train for future employment through Workforce Innovation Opportunity Funds after a job loss.	\$3,256.65
	7	Individuals took part in the hoMEworks Homebuyer Education Class.	\$551.95
	1	Individuals were provided Homeownership Support counseling because they were at risk of falling behind on their mortgage payments or facing foreclosure	\$1,000.00

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All of our services are reflected in our 2021 Directory of Services.

Aroostook County Collectively:

	209	Adults received free individualized assistance on all aspects of the Healthcare Marketplace including determining eligibility, comparing options, accessing tax credits and applying for coverage.	\$8,585
	110	Youth Age 12 to 14 were trained to engage their peers in a conversations about the risks associated with tobacco use.	\$200,991
	33	Households provided assistance replacing home heating oil tanks that were considered high risk of discharging oil into the environment.	\$101,847
	46	Children between the ages of 3 and 5 with developmental disabilities were provided specially designed instruction and educational support through ACAP's Early Intervention Services.	\$400,000

Response to the COVID 19 Pandemic:

- Over 100 households with job loss supported through the home energy assistance program.
- 794 payments totaling over \$710,000 made to landlords to ensure renters in Aroostook County remain safely in their home from April 16 to September 30, 2020. There were 430 applications to the COVID-19 Rental Assistance Program. These households all rented a home or apartment in Aroostook County and attested to the inability to pay rent due to a reduction in income due to Covid-19.
- Provision of temporary overflow shelter created with partners at MaineHousing, University of Maine at Presque Isle, Aroostook Emergency Management Association, City of Presque Isle and Homeless Services of Aroostook. Between April 9-June 30, 2020. Individuals were cared for with 557 shelter bed nights and 1630 meals. Fifteen individuals were housed in the Hope and Prosperity Wellness Shelter.
- Utility assistance provided to 196 households through Emergency Food and Shelter CARES Act Funding locally administered by United Way of Aroostook.
- Distribution of dental kits to 4,000 children county wide.
- Guidance on workforce or employment assistance to individuals through almost 400 calls.
- Access to over 100,500 meals prepared and delivered to families with young children throughout Aroostook County.
- Diapers and wipes distributed to 134 households.
- Coaching support made available for existing clients and 172 new clients, many of whom were requesting assistance for the first time.
- WIC benefits provided to 80 new families.
- Garden kits delivered to 250 kids through Snap-Ed and Let's Go Program.

These COVID-19 Pandemic numbers are from March 15 to July 15, 2020, unless otherwise noted.



Aroostook County Action Program

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2020 Report of Services for the Community of Frenchville (Inc. Upper Frenchville)



By the numbers...

817

number of occasions ACAP provided services to
Town Name residents in 2020

\$119,459.65

total invested in supporting individuals and families in **Frenchville (Inc. Upper Frenchville)** between October 1, 2019 and September 30, 2020

Comprehensive Service Approach

Our entire team is committed to this delivery model ensuring clients are connected to all of the programs and services that they need. ACAP Coaching Services are available to individuals and families. Our coaches work with clients on overcoming challenges and identify pathways to achieving their goals. Coaches work alongside individuals and families offering guidance and support along the way.



Early Care & Education

We provide families with comprehensive and affordable high quality prenatal, infant, toddler and preschool education, and child development programs.



Economic Development

We provide resources to assist individuals and families reach their goals. Our team provides the supports and resources to help achieve economic stability and sustainability.



Energy & Housing

We keep people warm, safe, and dry in their homes with a variety of programs that offer education or assistance in the areas of heating, energy efficiency, home purchase, repair and assistance for those facing foreclosure or eviction.



Prevention & Wellness

We build a stronger, healthier community by partnering with local and statewide organizations to offer prevention services that focus on nutrition, oral health, substance use, tobacco, and obesity.

Aroostook County Action Program, Inc. provides services and resources that help families achieve greater economic independence. As a lead or in partnership with others, ACAP strengthens the community by responding to human need.

ACAP served HOUSEHOLDS in Frenchville (Inc. Upper Frenchville) as follows:

	55	Households received financial assistance to heat their home through the Home Energy Assistance Program (HEAP).	\$49,223
	1	Households were provided a comprehensive energy audit. The results of which determine energy conservation measures that were completed.	\$5,982.26
	1	Households had repair work completed on their home to ensure they could live safely.	\$11,304.00
	4	Households received assistance for repairing or replacing dangerous or malfunctioning heating systems.	\$21,267.32
	7	Households received financial assistance through the Energy Crisis Intervention Program (ECIP) to obtain emergency fuel delivery or prevent an electrical disconnect	\$2,336.16
	*	Households, otherwise not eligible for support through Federal or State programs, received assistance to get them through emergency with emergent needs including food, shelter, or fuel assistance.	*

ACAP served YOUTH in Frenchville (Inc. Upper Frenchville) as follows:

	17	Families received education and food vouchers to assist children at nutritional risk, or pregnant or nursing women. The food vouchers are redeemed at local grocery stores for fruits, vegetables, dairy and whole grain products.	\$11,346.59
	*	Youth and Adults were provided education, resources, and evidence-based programming for reducing the use of alcohol, marijuana, and drug use.	*
	*	Moms received Breastfeeding Education and Support to encourage breastfeeding as primary source of infant nutrition.	*
	*	Families were provided education and activities that contribute to obesity prevention and overall health, all to improve the likelihood that families will make healthy food choices and choose physically active lifestyles. <i>(This program is only in Southern Aroostook County, per funding guidelines.)</i>	*
	*	Families were provided comprehensive services (coaching), including personal guidance, support and advocacy, as well as home energy reduction, financial literacy, job training, education and assistance securing employment, among others.	*

**In columns throughout this report where no units or service of investment amount is noted, that specific service was not accessed by members of your community in 2020. We have included these in your report to make you aware of these services as you work with individuals and families in your community who may benefit.*

ACAP served FAMILIES in Frenchville (Inc. Upper Frenchville) as follows:

	*	Youth age 13 to 18 were assisted to address the harm they caused and repair their relationship with the community through the County Restorative Practice Program.	*
	*	Young adults age 16 to 24 took part in financial literacy classes as part of the Improving Outcomes for Youth Program.	*
	120	Children in preschool through grade 5 received dental sealants at no cost through our oral health program, which operates on-site at all County public elementary schools.	\$3,347.24
	*	Children in preschool through grade 5 were provided clinical assessments, dental cleanings, and other oral health care through our Kids Integrated Dental Services Program.	*
	*	Children ages three and four received comprehensive Head Start services through a licensed ACAP Early Care and Education Center.	*
	*	Children or Moms-to-be participated in ACAP's Early Head Start program that provides comprehensive child development services, prenatally through age three.	*
	*	Children infancy to six years of age enrolled in ACAP's licensed childcare facilities.	*
	1	Children provided with food meeting USDA nutritional guidelines at licensed child care facilities through the Child Care Food Program.	\$776.13
	607	Youth engaged in activity to encourage healthy behaviors to reduce childhood obesity.	\$4,944.74

ACAP served ADULTS in Frenchville (Inc. Upper Frenchville) as follows:

	*	Individuals were provided assistance to train for future employment through Workforce Innovation Opportunity Act Fund.	*
	*	Adults provided assistance to train for future employment through Workforce Innovation Opportunity Funds after a job loss.	*
	3	Individuals took part in the hoMEworks Homebuyer Education Class.	\$236.55
	*	Individuals were provided Homeownership Support counseling because they were at risk of falling behind on their mortgage payments or facing foreclosure	*

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All of our services are reflected in our 2021 Directory of Services.

Aroostook County Collectively:

	209	Adults received free individualized assistance on all aspects of the Healthcare Marketplace including determining eligibility, comparing options, accessing tax credits and applying for coverage.	\$8,585
	110	Youth Age 12 to 14 were trained to engage their peers in a conversations about the risks associated with tobacco use.	\$200,991
	33	Households provided assistance replacing home heating oil tanks that were considered high risk of discharging oil into the environment.	\$101,847
	46	Children between the ages of 3 and 5 with developmental disabilities were provided specially designed instruction and educational support through ACAP's Early Intervention Services.	\$400,000

Response to the COVID 19 Pandemic:

- Over 100 households with job loss supported through the home energy assistance program.
- 794 payments totaling over \$710,000 made to landlords to ensure renters in Aroostook County remain safely in their home from April 16 to September 30, 2020. There were 430 applications to the COVID-19 Rental Assistance Program. These households all rented a home or apartment in Aroostook County and attested to the inability to pay rent due to a reduction in income due to Covid-19.
- Provision of temporary overflow shelter created with partners at MaineHousing, University of Maine at Presque Isle, Aroostook Emergency Management Association, City of Presque Isle and Homeless Services of Aroostook. Between April 9-June 30, 2020. Individuals were cared for with 557 shelter bed nights and 1630 meals. Fifteen individuals were housed in the Hope and Prosperity Wellness Shelter.
- Utility assistance provided to 196 households through Emergency Food and Shelter CARES Act Funding locally administered by United Way of Aroostook.
- Distribution of dental kits to 4,000 children county wide.
- Guidance on workforce or employment assistance to individuals through almost 400 calls.
- Access to over 100,500 meals prepared and delivered to families with young children throughout Aroostook County.
- Diapers and wipes distributed to 134 households.
- Coaching support made available for existing clients and 172 new clients, many of whom were requesting assistance for the first time.
- WIC benefits provided to 80 new families.
- Garden kits delivered to 250 kids through Snap-Ed and Let's Go Program.

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Aroostook County Action Program

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2020 Report of Services for the Community of Garfield Plantation



By the numbers...

29

number of occasions ACAP provided services to
Town Name residents in 2020

\$5,825.26

total invested in supporting individuals and families in **Garfield Plantation**
between October 1, 2019 and September 30, 2020

Comprehensive Service Approach

Our entire team is committed to this delivery model ensuring clients are connected to all of the programs and services that they need. ACAP Coaching Services are available to individuals and families. Our coaches work with clients on overcoming challenges and identify pathways to achieving their goals. Coaches work alongside individuals and families offering guidance and support along the way.



Early Care & Education

We provide families with comprehensive and affordable high quality prenatal, infant, toddler and preschool education, and child development programs.



Economic Development

We provide resources to assist individuals and families reach their goals. Our team provides the supports and resources to help achieve economic stability and sustainability.



Energy & Housing

We keep people warm, safe, and dry in their homes with a variety of programs that offer education or assistance in the areas of heating, energy efficiency, home purchase, repair and assistance for those facing foreclosure or eviction.



Prevention & Wellness

We build a stronger, healthier community by partnering with local and statewide organizations to offer prevention services that focus on nutrition, oral health, substance use, tobacco, and obesity.

Aroostook County Action Program, Inc. provides services and resources that help families achieve greater economic independence. As a lead or in partnership with others, ACAP strengthens the community by responding to human need.

ACAP served HOUSEHOLDS in Garfield Plantation as follows:

	4	Households received financial assistance to heat their home through the Home Energy Assistance Program (HEAP).	\$3,190
	*	Households were provided a comprehensive energy audit. The results of which determine energy conservation measures that were completed.	*
	*	Households had repair work completed on their home to ensure they could live safely.	*
	*	Households received assistance for repairing or replacing dangerous or malfunctioning heating systems.	*
	*	Households received financial assistance through the Energy Crisis Intervention Program (ECIP) to obtain emergency fuel delivery or prevent an electrical disconnect	*
	1	Households, otherwise not eligible for support through Federal or State programs, received assistance to get them through emergency with emergent needs including food, shelter, or fuel assistance.	\$235.00

ACAP served YOUTH in Garfield Plantation as follows:

	3	Families received education and food vouchers to assist children at nutritional risk, or pregnant or nursing women. The food vouchers are redeemed at local grocery stores for fruits, vegetables, dairy and whole grain products.	\$2,002.34
	*	Youth and Adults were provided education, resources, and evidence-based programming for reducing the use of alcohol, marijuana, and drug use.	*
	*	Moms received Breastfeeding Education and Support to encourage breastfeeding as primary source of infant nutrition.	*
	*	Families were provided education and activities that contribute to obesity prevention and overall health, all to improve the likelihood that families will make healthy food choices and choose physically active lifestyles. <i>(This program is only in Southern Aroostook County, per funding guidelines.)</i>	*
	*	Families were provided comprehensive services (coaching), including personal guidance, support and advocacy, as well as home energy reduction, financial literacy, job training, education and assistance securing employment, among others.	*

**In columns throughout this report where no units or service of investment amount is noted, that specific service was not accessed by members of your community in 2020. We have included these in your report to make you aware of these services as you work with individuals and families in your community who may benefit.*

ACAP served FAMILIES in Garfield Plantation as follows:

	*	Youth age 13 to 18 were assisted to address the harm they caused and repair their relationship with the community through the County Restorative Practice Program.	*
	*	Young adults age 16 to 24 took part in financial literacy classes as part of the Improving Outcomes for Youth Program.	*
	*	Children in preschool through grade 5 received dental sealants at no cost through our oral health program, which operates on-site at all County public elementary schools.	*
	*	Children in preschool through grade 5 were provided clinical assessments, dental cleanings, and other oral health care through our Kids Integrated Dental Services Program.	*
	*	Children ages three and four received comprehensive Head Start services through a licensed ACAP Early Care and Education Center.	*
	*	Children or Moms-to-be participated in ACAP's Early Head Start program that provides comprehensive child development services, prenatally through age three.	*
	*	Children infancy to six years of age enrolled in ACAP's licensed childcare facilities.	*
	*	Children provided with food meeting USDA nutritional guidelines at licensed child care facilities through the Child Care Food Program.	*
	20	Youth engaged in activity to encourage healthy behaviors to reduce childhood obesity.	\$162.92

ACAP served ADULTS in Garfield Plantation as follows:

	*	Individuals were provided assistance to train for future employment through Workforce Innovation Opportunity Act Fund.	*
	*	Adults provided assistance to train for future employment through Workforce Innovation Opportunity Funds after a job loss.	*
	*	Individuals took part in the hoMEworks Homebuyer Education Class.	*
	*	Individuals were provided Homeownership Support counseling because they were at risk of falling behind on their mortgage payments or facing foreclosure	*

Although overall units of service and total dollars invested figures on the front page represent the overall cumulative numbers in your community, this report does not include all of the individual programs ACAP administers that benefit your community.

All of our services are reflected in our 2021 Directory of Services.

Aroostook County Collectively:

	209	Adults received free individualized assistance on all aspects of the Healthcare Marketplace including determining eligibility, comparing options, accessing tax credits and applying for coverage.	\$8,585
	110	Youth Age 12 to 14 were trained to engage their peers in a conversations about the risks associated with tobacco use.	\$200,991
	33	Households provided assistance replacing home heating oil tanks that were considered high risk of discharging oil into the environment.	\$101,847
	46	Children between the ages of 3 and 5 with developmental disabilities were provided specially designed instruction and educational support through ACAP's Early Intervention Services.	\$400,000

Response to the COVID 19 Pandemic:

- Over 100 households with job loss supported through the home energy assistance program.
- 794 payments totaling over \$710,000 made to landlords to ensure renters in Aroostook County remain safely in their home from April 16 to September 30, 2020. There were 430 applications to the COVID-19 Rental Assistance Program. These households all rented a home or apartment in Aroostook County and attested to the inability to pay rent due to a reduction in income due to Covid-19.
- Provision of temporary overflow shelter created with partners at MaineHousing, University of Maine at Presque Isle, Aroostook Emergency Management Association, City of Presque Isle and Homeless Services of Aroostook. Between April 9-June 30, 2020. Individuals were cared for with 557 shelter bed nights and 1630 meals. Fifteen individuals were housed in the Hope and Prosperity Wellness Shelter.
- Utility assistance provided to 196 households through Emergency Food and Shelter CARES Act Funding locally administered by United Way of Aroostook.
- Distribution of dental kits to 4,000 children county wide.
- Guidance on workforce or employment assistance to individuals through almost 400 calls.
- Access to over 100,500 meals prepared and delivered to families with young children throughout Aroostook County.
- Diapers and wipes distributed to 134 households.
- Coaching support made available for existing clients and 172 new clients, many of whom were requesting assistance for the first time.
- WIC benefits provided to 80 new families.
- Garden kits delivered to 250 kids through Snap-Ed and Let's Go Program.

These COVID-19 Pandemic numbers are from March 15 to July 15, 2020, unless otherwise noted.



Aroostook County Action Program

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2020 Report of Services for the Community of Grand Isle (Inc. Lille)



By the numbers...

171

number of occasions ACAP provided services to
Town Name residents in 2020

\$70,052.10

total invested in supporting individuals and families in **Grand Isle (Inc. Lille)**
between October 1, 2019 and September 30, 2020

Comprehensive Service Approach

Our entire team is committed to this delivery model ensuring clients are connected to all of the programs and services that they need. ACAP Coaching Services are available to individuals and families. Our coaches work with clients on overcoming challenges and identify pathways to achieving their goals. Coaches work alongside individuals and families offering guidance and support along the way.



Early Care & Education

We provide families with comprehensive and affordable high quality prenatal, infant, toddler and preschool education, and child development programs.



Economic Development

We provide resources to assist individuals and families reach their goals. Our team provides the supports and resources to help achieve economic stability and sustainability.



Energy & Housing

We keep people warm, safe, and dry in their homes with a variety of programs that offer education or assistance in the areas of heating, energy efficiency, home purchase, repair and assistance for those facing foreclosure or eviction.



Prevention & Wellness

We build a stronger, healthier community by partnering with local and statewide organizations to offer prevention services that focus on nutrition, oral health, substance use, tobacco, and obesity.

Aroostook County Action Program, Inc. provides services and resources that help families achieve greater economic independence. As a lead or in partnership with others, ACAP strengthens the community by responding to human need.

ACAP served HOUSEHOLDS in Grand Isle (Inc. Lille) as follows:

	48	Households received financial assistance to heat their home through the Home Energy Assistance Program (HEAP).	\$37,010
	1	Households were provided a comprehensive energy audit. The results of which determine energy conservation measures that were completed.	\$2,784.37
	2	Households had repair work completed on their home to ensure they could live safely.	\$17,790.00
	*	Households received assistance for repairing or replacing dangerous or malfunctioning heating systems.	*
	2	Households received financial assistance through the Energy Crisis Intervention Program (ECIP) to obtain emergency fuel delivery or prevent an electrical disconnect	\$647.80
	3	Households, otherwise not eligible for support through Federal or State programs, received assistance to get them through emergency with emergent needs including food, shelter, or fuel assistance.	\$823.80

ACAP served YOUTH in Grand Isle (Inc. Lille) as follows:

	8	Families received education and food vouchers to assist children at nutritional risk, or pregnant or nursing women. The food vouchers are redeemed at local grocery stores for fruits, vegetables, dairy and whole grain products.	\$5,339.57
	*	Youth and Adults were provided education, resources, and evidence-based programming for reducing the use of alcohol, marijuana, and drug use.	*
	1	Moms received Breastfeeding Education and Support to encourage breastfeeding as primary source of infant nutrition.	\$214.29
	*	Families were provided education and activities that contribute to obesity prevention and overall health, all to improve the likelihood that families will make healthy food choices and choose physically active lifestyles. <i>(This program is only in Southern Aroostook County, per funding guidelines.)</i>	*
	*	Families were provided comprehensive services (coaching), including personal guidance, support and advocacy, as well as home energy reduction, financial literacy, job training, education and assistance securing employment, among others.	*

**In columns throughout this report where no units or service of investment amount is noted, that specific service was not accessed by members of your community in 2020. We have included these in your report to make you aware of these services as you work with individuals and families in your community who may benefit.*

ACAP served FAMILIES in Grand Isle (Inc. Lille) as follows:

	*	Youth age 13 to 18 were assisted to address the harm they caused and repair their relationship with the community through the County Restorative Practice Program.	*
	*	Young adults age 16 to 24 took part in financial literacy classes as part of the Improving Outcomes for Youth Program.	*
	*	Children in preschool through grade 5 received dental sealants at no cost through our oral health program, which operates on-site at all County public elementary schools.	*
	*	Children in preschool through grade 5 were provided clinical assessments, dental cleanings, and other oral health care through our Kids Integrated Dental Services Program.	*
	*	Children ages three and four received comprehensive Head Start services through a licensed ACAP Early Care and Education Center.	*
	*	Children or Moms-to-be participated in ACAP's Early Head Start program that provides comprehensive child development services, prenatally through age three.	*
	*	Children infancy to six years of age enrolled in ACAP's licensed childcare facilities.	*
	*	Children provided with food meeting USDA nutritional guidelines at licensed child care facilities through the Child Care Food Program.	*
	100	Youth engaged in activity to encourage healthy behaviors to reduce childhood obesity.	\$814.62

ACAP served ADULTS in Grand Isle (Inc. Lille) as follows:

	*	Individuals were provided assistance to train for future employment through Workforce Innovation Opportunity Act Fund.	*
	*	Adults provided assistance to train for future employment through Workforce Innovation Opportunity Funds after a job loss.	*
	1	Individuals took part in the hoMEworks Homebuyer Education Class.	\$78.85
	1	Individuals were provided Homeownership Support counseling because they were at risk of falling behind on their mortgage payments or facing foreclosure	\$1,000

Although overall units of service and total dollars invested figures on the front page represent the overall cumulative numbers in your community, this report does not include all of the individual programs ACAP administers that benefit your community.

All of our services are reflected in our 2021 Directory of Services.

Aroostook County Collectively:

	209	Adults received free individualized assistance on all aspects of the Healthcare Marketplace including determining eligibility, comparing options, accessing tax credits and applying for coverage.	\$8,585
	110	Youth Age 12 to 14 were trained to engage their peers in a conversations about the risks associated with tobacco use.	\$200,991
	33	Households provided assistance replacing home heating oil tanks that were considered high risk of discharging oil into the environment.	\$101,847
	46	Children between the ages of 3 and 5 with developmental disabilities were provided specially designed instruction and educational support through ACAP's Early Intervention Services.	\$400,000

Response to the COVID 19 Pandemic:

- Over 100 households with job loss supported through the home energy assistance program.
- 794 payments totaling over \$710,000 made to landlords to ensure renters in Aroostook County remain safely in their home from April 16 to September 30, 2020. There were 430 applications to the COVID-19 Rental Assistance Program. These households all rented a home or apartment in Aroostook County and attested to the inability to pay rent due to a reduction in income due to Covid-19.
- Provision of temporary overflow shelter created with partners at MaineHousing, University of Maine at Presque Isle, Aroostook Emergency Management Association, City of Presque Isle and Homeless Services of Aroostook. Between April 9-June 30, 2020. Individuals were cared for with 557 shelter bed nights and 1630 meals. Fifteen individuals were housed in the Hope and Prosperity Wellness Shelter.
- Utility assistance provided to 196 households through Emergency Food and Shelter CARES Act Funding locally administered by United Way of Aroostook.
- Distribution of dental kits to 4,000 children county wide.
- Guidance on workforce or employment assistance to individuals through almost 400 calls.
- Access to over 100,500 meals prepared and delivered to families with young children throughout Aroostook County.
- Diapers and wipes distributed to 134 households.
- Coaching support made available for existing clients and 172 new clients, many of whom were requesting assistance for the first time.
- WIC benefits provided to 80 new families.
- Garden kits delivered to 250 kids through Snap-Ed and Let's Go Program.

These COVID-19 Pandemic numbers are from March 15 to July 15, 2020, unless otherwise noted.



Aroostook County Action Program

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By the numbers...

12

number of occasions ACAP provided services to
Town Name residents in 2020

\$8,563.62

total invested in supporting individuals and families in **Hamlin** between
October 1, 2019 and September 30, 2020

Comprehensive Service Approach

Our entire team is committed to this delivery model ensuring clients are connected to all of the programs and services that they need. ACAP Coaching Services are available to individuals and families. Our coaches work with clients on overcoming challenges and identify pathways to achieving their goals. Coaches work alongside individuals and families offering guidance and support along the way.



Early Care & Education

We provide families with comprehensive and affordable high quality prenatal, infant, toddler and preschool education, and child development programs.



Economic Development

We provide resources to assist individuals and families reach their goals. Our team provides the supports and resources to help achieve economic stability and sustainability.



Energy & Housing

We keep people warm, safe, and dry in their homes with a variety of programs that offer education or assistance in the areas of heating, energy efficiency, home purchase, repair and assistance for those facing foreclosure or eviction.



Prevention & Wellness

We build a stronger, healthier community by partnering with local and statewide organizations to offer prevention services that focus on nutrition, oral health, substance use, tobacco, and obesity.

ACAP served HOUSEHOLDS in Hamlin as follows:

	8	Households received financial assistance to heat their home through the Home Energy Assistance Program (HEAP).	\$6,347
	*	Households were provided a comprehensive energy audit. The results of which determine energy conservation measures that were completed.	*
	*	Households had repair work completed on their home to ensure they could live safely.	*
	*	Households received assistance for repairing or replacing dangerous or malfunctioning heating systems.	*
	*	Households received financial assistance through the Energy Crisis Intervention Program (ECIP) to obtain emergency fuel delivery or prevent an electrical disconnect	*
	*	Households, otherwise not eligible for support through Federal or State programs, received assistance to get them through emergency with emergent needs including food, shelter, or fuel assistance.	*

ACAP served YOUTH in Hamlin as follows:

	3	Families received education and food vouchers to assist children at nutritional risk, or pregnant or nursing women. The food vouchers are redeemed at local grocery stores for fruits, vegetables, dairy and whole grain products.	\$2,002.34
	*	Youth and Adults were provided education, resources, and evidence-based programming for reducing the use of alcohol, marijuana, and drug use.	*
	1	Moms received Breastfeeding Education and Support to encourage breastfeeding as primary source of infant nutrition.	\$214.29
	*	Families were provided education and activities that contribute to obesity prevention and overall health, all to improve the likelihood that families will make healthy food choices and choose physically active lifestyles. <i>(This program is only in Southern Aroostook County, per funding guidelines.)</i>	*
	*	Families were provided comprehensive services (coaching), including personal guidance, support and advocacy, as well as home energy reduction, financial literacy, job training, education and assistance securing employment, among others.	*

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ACAP served FAMILIES in Hamlin as follows:

	*	Youth age 13 to 18 were assisted to address the harm they caused and repair their relationship with the community through the County Restorative Practice Program.	*
	*	Young adults age 16 to 24 took part in financial literacy classes as part of the Improving Outcomes for Youth Program.	*
	*	Children in preschool through grade 5 received dental sealants at no cost through our oral health program, which operates on-site at all County public elementary schools.	*
	*	Children in preschool through grade 5 were provided clinical assessments, dental cleanings, and other oral health care through our Kids Integrated Dental Services Program.	*
	*	Children ages three and four received comprehensive Head Start services through a licensed ACAP Early Care and Education Center.	*
	*	Children or Moms-to-be participated in ACAP's Early Head Start program that provides comprehensive child development services, prenatally through age three.	*
	*	Children infancy to six years of age enrolled in ACAP's licensed childcare facilities.	*
	*	Children provided with food meeting USDA nutritional guidelines at licensed child care facilities through the Child Care Food Program.	*
	*	Youth engaged in activity to encourage healthy behaviors to reduce childhood obesity.	*

ACAP served ADULTS in Hamlin as follows:

	*	Individuals were provided assistance to train for future employment through Workforce Innovation Opportunity Act Fund.	*
	*	Adults provided assistance to train for future employment through Workforce Innovation Opportunity Funds after a job loss.	*
	*	Individuals took part in the hoMEworks Homebuyer Education Class.	*
	*	Individuals were provided Homeownership Support counseling because they were at risk of falling behind on their mortgage payments or facing foreclosure	*

Although overall units of service and total dollars invested figures on the front page represent the overall cumulative numbers in your community, this report does not include all of the individual programs ACAP administers that benefit your community.

All of our services are reflected in our 2021 Directory of Services.

Aroostook County Collectively:

	209	Adults received free individualized assistance on all aspects of the Healthcare Marketplace including determining eligibility, comparing options, accessing tax credits and applying for coverage.	\$8,585
	110	Youth Age 12 to 14 were trained to engage their peers in a conversations about the risks associated with tobacco use.	\$200,991
	33	Households provided assistance replacing home heating oil tanks that were considered high risk of discharging oil into the environment.	\$101,847
	46	Children between the ages of 3 and 5 with developmental disabilities were provided specially designed instruction and educational support through ACAP's Early Intervention Services.	\$400,000

Response to the COVID 19 Pandemic:

- Over 100 households with job loss supported through the home energy assistance program.
- 794 payments totaling over \$710,000 made to landlords to ensure renters in Aroostook County remain safely in their home from April 16 to September 30, 2020. There were 430 applications to the COVID-19 Rental Assistance Program. These households all rented a home or apartment in Aroostook County and attested to the inability to pay rent due to a reduction in income due to Covid-19.
- Provision of temporary overflow shelter created with partners at MaineHousing, University of Maine at Presque Isle, Aroostook Emergency Management Association, City of Presque Isle and Homeless Services of Aroostook. Between April 9-June 30, 2020. Individuals were cared for with 557 shelter bed nights and 1630 meals. Fifteen individuals were housed in the Hope and Prosperity Wellness Shelter.
- Utility assistance provided to 196 households through Emergency Food and Shelter CARES Act Funding locally administered by United Way of Aroostook.
- Distribution of dental kits to 4,000 children county wide.
- Guidance on workforce or employment assistance to individuals through almost 400 calls.
- Access to over 100,500 meals prepared and delivered to families with young children throughout Aroostook County.
- Diapers and wipes distributed to 134 households.
- Coaching support made available for existing clients and 172 new clients, many of whom were requesting assistance for the first time.
- WIC benefits provided to 80 new families.
- Garden kits delivered to 250 kids through Snap-Ed and Let's Go Program.

These COVID-19 Pandemic numbers are from March 15 to July 15, 2020, unless otherwise noted.



Aroostook County Action Program

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2020 Report of Services for the Community of Hammond (Inc. Dudley, Webbstown)



By the numbers...

9

number of occasions ACAP provided services to
Town Name residents in 2020

\$11,220.59

total invested in supporting individuals and families in **Hammond (Inc. Dudley, Webbstown)** between October 1, 2019 and September 30, 2020

Comprehensive Service Approach

Our entire team is committed to this delivery model ensuring clients are connected to all of the programs and services that they need. ACAP Coaching Services are available to individuals and families. Our coaches work with clients on overcoming challenges and identify pathways to achieving their goals. Coaches work alongside individuals and families offering guidance and support along the way.



Early Care & Education

We provide families with comprehensive and affordable high quality prenatal, infant, toddler and preschool education, and child development programs.



Economic Development

We provide resources to assist individuals and families reach their goals. Our team provides the supports and resources to help achieve economic stability and sustainability.



Energy & Housing

We keep people warm, safe, and dry in their homes with a variety of programs that offer education or assistance in the areas of heating, energy efficiency, home purchase, repair and assistance for those facing foreclosure or eviction.



Prevention & Wellness

We build a stronger, healthier community by partnering with local and statewide organizations to offer prevention services that focus on nutrition, oral health, substance use, tobacco, and obesity.

Aroostook County Action Program, Inc. provides services and resources that help families achieve greater economic independence. As a lead or in partnership with others, ACAP strengthens the community by responding to human need.

ACAP served HOUSEHOLDS in Hammond (Inc. Dudley, Webbstown) as follows:

	5	Households received financial assistance to heat their home through the Home Energy Assistance Program (HEAP).	\$5,181
	*	Households were provided a comprehensive energy audit. The results of which determine energy conservation measures that where completed.	*
	*	Households had repair work completed on their home to ensure they could live safely.	*
	*	Households received assistance for repairing or replacing dangerous or malfunctioning heating systems.	*
	*	Households received financial assistance through the Energy Crisis Intervention Program (ECIP) to obtain emergency fuel delivery or prevent an electrical disconnect	*
	*	Households, otherwise not eligible for support through Federal or State programs, received assistance to get them through emergency with emergent needs including food, shelter, or fuel assistance.	*

ACAP served YOUTH in Hammond (Inc. Dudley, Webbstown) as follows:

	2	Families received education and food vouchers to assist children at nutritional risk, or pregnant or nursing women. The food vouchers are redeemed at local grocery stores for fruits, vegetables, dairy and whole grain products.	\$1,334.89
	*	Youth and Adults were provided education, resources, and evidence-based programming for reducing the use of alcohol, marijuana, and drug use.	*
	*	Moms received Breastfeeding Education and Support to encourage breastfeeding as primary source of infant nutrition.	*
	*	Families were provided education and activities that contribute to obesity prevention and overall health, all to improve the likelihood that families will make healthy food choices and choose physically active lifestyles. <i>(This program is only in Southern Aroostook County, per funding guidelines.)</i>	*
	*	Families were provided comprehensive services (coaching), including personal guidance, support and advocacy, as well as home energy reduction, financial literacy, job training, education and assistance securing employment, among others.	*

**In columns throughout this report where no units or service of investment amount is noted, that specific service was not accessed by members of your community in 2020. We have included these in your report to make you aware of these services as you work with individuals and families in your community who may benefit.*

ACAP served FAMILIES in Hammond (Inc. Dudley, Webbstown) as follows:

	1	Youth age 13 to 18 were assisted to address the harm they caused and repair their relationship with the community through the County Restorative Practice Program.	\$3,928.57
	*	Young adults age 16 to 24 took part in financial literacy classes as part of the Improving Outcomes for Youth Program.	*
	*	Children in preschool through grade 5 received dental sealants at no cost through our oral health program, which operates on-site at all County public elementary schools.	*
	*	Children in preschool through grade 5 were provided clinical assessments, dental cleanings, and other oral health care through our Kids Integrated Dental Services Program.	*
	*	Children ages three and four received comprehensive Head Start services through a licensed ACAP Early Care and Education Center.	*
	*	Children or Moms-to-be participated in ACAP's Early Head Start program that provides comprehensive child development services, prenatally through age three.	*
	*	Children infancy to six years of age enrolled in ACAP's licensed childcare facilities.	*
	1	Children provided with food meeting USDA nutritional guidelines at licensed child care facilities through the Child Care Food Program.	\$776.13
	*	Youth engaged in activity to encourage healthy behaviors to reduce childhood obesity.	*

ACAP served ADULTS in Hammond (Inc. Dudley, Webbstown) as follows:

	*	Individuals were provided assistance to train for future employment through Workforce Innovation Opportunity Act Fund.	*
	*	Adults provided assistance to train for future employment through Workforce Innovation Opportunity Funds after a job loss.	*
	*	Individuals took part in the hoMEworks Homebuyer Education Class.	*
	*	Individuals were provided Homeownership Support counseling because they were at risk of falling behind on their mortgage payments or facing foreclosure	*

Although overall units of service and total dollars invested figures on the front page represent the overall cumulative numbers in your community, this report does not include all of the individual programs ACAP administers that benefit your community.

All of our services are reflected in our 2021 Directory of Services.

Aroostook County Collectively:

	209	Adults received free individualized assistance on all aspects of the Healthcare Marketplace including determining eligibility, comparing options, accessing tax credits and applying for coverage.	\$8,585
	110	Youth Age 12 to 14 were trained to engage their peers in a conversations about the risks associated with tobacco use.	\$200,991
	33	Households provided assistance replacing home heating oil tanks that were considered high risk of discharging oil into the environment.	\$101,847
	46	Children between the ages of 3 and 5 with developmental disabilities were provided specially designed instruction and educational support through ACAP's Early Intervention Services.	\$400,000

Response to the COVID 19 Pandemic:

- Over 100 households with job loss supported through the home energy assistance program.
- 794 payments totaling over \$710,000 made to landlords to ensure renters in Aroostook County remain safely in their home from April 16 to September 30, 2020. There were 430 applications to the COVID-19 Rental Assistance Program. These households all rented a home or apartment in Aroostook County and attested to the inability to pay rent due to a reduction in income due to Covid-19.
- Provision of temporary overflow shelter created with partners at MaineHousing, University of Maine at Presque Isle, Aroostook Emergency Management Association, City of Presque Isle and Homeless Services of Aroostook. Between April 9-June 30, 2020. Individuals were cared for with 557 shelter bed nights and 1630 meals. Fifteen individuals were housed in the Hope and Prosperity Wellness Shelter.
- Utility assistance provided to 196 households through Emergency Food and Shelter CARES Act Funding locally administered by United Way of Aroostook.
- Distribution of dental kits to 4,000 children county wide.
- Guidance on workforce or employment assistance to individuals through almost 400 calls.
- Access to over 100,500 meals prepared and delivered to families with young children throughout Aroostook County.
- Diapers and wipes distributed to 134 households.
- Coaching support made available for existing clients and 172 new clients, many of whom were requesting assistance for the first time.
- WIC benefits provided to 80 new families.
- Garden kits delivered to 250 kids through Snap-Ed and Let's Go Program.

These COVID-19 Pandemic numbers are from March 15 to July 15, 2020, unless otherwise noted.



Aroostook County Action Program

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2020 Report of Services for the Community of Haynesville



By the numbers...

6

number of occasions ACAP provided services to
Town Name residents in 2020

\$5,273

total invested in supporting individuals and families in **Haynesville** between
October 1, 2019 and September 30, 2020

Comprehensive Service Approach

Our entire team is committed to this delivery model ensuring clients are connected to all of the programs and services that they need. ACAP Coaching Services are available to individuals and families. Our coaches work with clients on overcoming challenges and identify pathways to achieving their goals. Coaches work alongside individuals and families offering guidance and support along the way.



Early Care & Education

We provide families with comprehensive and affordable high quality prenatal, infant, toddler and preschool education, and child development programs.



Economic Development

We provide resources to assist individuals and families reach their goals. Our team provides the supports and resources to help achieve economic stability and sustainability.



Energy & Housing

We keep people warm, safe, and dry in their homes with a variety of programs that offer education or assistance in the areas of heating, energy efficiency, home purchase, repair and assistance for those facing foreclosure or eviction.



Prevention & Wellness

We build a stronger, healthier community by partnering with local and statewide organizations to offer prevention services that focus on nutrition, oral health, substance use, tobacco, and obesity.

Aroostook County Action Program, Inc. provides services and resources that help families achieve greater economic independence. As a lead or in partnership with others, ACAP strengthens the community by responding to human need.

ACAP served HOUSEHOLDS in Haynesville as follows:

	5	Households received financial assistance to heat their home through the Home Energy Assistance Program (HEAP).	\$4,873
	*	Households were provided a comprehensive energy audit. The results of which determine energy conservation measures that were completed.	*
	*	Households had repair work completed on their home to ensure they could live safely.	*
	*	Households received assistance for repairing or replacing dangerous or malfunctioning heating systems.	*
	1	Households received financial assistance through the Energy Crisis Intervention Program (ECIP) to obtain emergency fuel delivery or prevent an electrical disconnect	\$400
	*	Households, otherwise not eligible for support through Federal or State programs, received assistance to get them through emergency with emergent needs including food, shelter, or fuel assistance.	*

ACAP served YOUTH in Haynesville as follows:

	*	Families received education and food vouchers to assist children at nutritional risk, or pregnant or nursing women. The food vouchers are redeemed at local grocery stores for fruits, vegetables, dairy and whole grain products.	*
	*	Youth and Adults were provided education, resources, and evidence-based programming for reducing the use of alcohol, marijuana, and drug use.	*
	*	Moms received Breastfeeding Education and Support to encourage breastfeeding as primary source of infant nutrition.	*
	*	Families were provided education and activities that contribute to obesity prevention and overall health, all to improve the likelihood that families will make healthy food choices and choose physically active lifestyles. <i>(This program is only in Southern Aroostook County, per funding guidelines.)</i>	*
	*	Families were provided comprehensive services (coaching), including personal guidance, support and advocacy, as well as home energy reduction, financial literacy, job training, education and assistance securing employment, among others.	*

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ACAP served FAMILIES in Haynesville as follows:

	*	Youth age 13 to 18 were assisted to address the harm they caused and repair their relationship with the community through the County Restorative Practice Program.	*
	*	Young adults age 16 to 24 took part in financial literacy classes as part of the Improving Outcomes for Youth Program.	*
	*	Children in preschool through grade 5 received dental sealants at no cost through our oral health program, which operates on-site at all County public elementary schools.	*
	*	Children in preschool through grade 5 were provided clinical assessments, dental cleanings, and other oral health care through our Kids Integrated Dental Services Program.	*
	*	Children ages three and four received comprehensive Head Start services through a licensed ACAP Early Care and Education Center.	*
	*	Children or Moms-to-be participated in ACAP's Early Head Start program that provides comprehensive child development services, prenatally through age three.	*
	*	Children infancy to six years of age enrolled in ACAP's licensed childcare facilities.	*
	*	Children provided with food meeting USDA nutritional guidelines at licensed child care facilities through the Child Care Food Program.	*
	*	Youth engaged in activity to encourage healthy behaviors to reduce childhood obesity.	*

ACAP served ADULTS in Haynesville as follows:

	*	Individuals were provided assistance to train for future employment through Workforce Innovation Opportunity Act Fund.	*
	*	Adults provided assistance to train for future employment through Workforce Innovation Opportunity Funds after a job loss.	*
	*	Individuals took part in the hoMEworks Homebuyer Education Class.	*
	*	Individuals were provided Homeownership Support counseling because they were at risk of falling behind on their mortgage payments or facing foreclosure	*

Although overall units of service and total dollars invested figures on the front page represent the overall cumulative numbers in your community, this report does not include all of the individual programs ACAP administers that benefit your community.

All of our services are reflected in our 2021 Directory of Services.

Aroostook County Collectively:

	209	Adults received free individualized assistance on all aspects of the Healthcare Marketplace including determining eligibility, comparing options, accessing tax credits and applying for coverage.	\$8,585
	110	Youth Age 12 to 14 were trained to engage their peers in a conversations about the risks associated with tobacco use.	\$200,991
	33	Households provided assistance replacing home heating oil tanks that were considered high risk of discharging oil into the environment.	\$101,847
	46	Children between the ages of 3 and 5 with developmental disabilities were provided specially designed instruction and educational support through ACAP's Early Intervention Services.	\$400,000

Response to the COVID 19 Pandemic:

- Over 100 households with job loss supported through the home energy assistance program.
- 794 payments totaling over \$710,000 made to landlords to ensure renters in Aroostook County remain safely in their home from April 16 to September 30, 2020. There were 430 applications to the COVID-19 Rental Assistance Program. These households all rented a home or apartment in Aroostook County and attested to the inability to pay rent due to a reduction in income due to Covid-19.
- Provision of temporary overflow shelter created with partners at MaineHousing, University of Maine at Presque Isle, Aroostook Emergency Management Association, City of Presque Isle and Homeless Services of Aroostook. Between April 9-June 30, 2020. Individuals were cared for with 557 shelter bed nights and 1630 meals. Fifteen individuals were housed in the Hope and Prosperity Wellness Shelter.
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- Access to over 100,500 meals prepared and delivered to families with young children throughout Aroostook County.
- Diapers and wipes distributed to 134 households.
- Coaching support made available for existing clients and 172 new clients, many of whom were requesting assistance for the first time.
- WIC benefits provided to 80 new families.
- Garden kits delivered to 250 kids through Snap-Ed and Let's Go Program.

These COVID-19 Pandemic numbers are from March 15 to July 15, 2020, unless otherwise noted.



Aroostook County Action Program

771 Main St. Presque Isle, Maine 04769
207.764.3721
info@acap-me.org
www.acap-me.org



By the numbers...

11

number of occasions ACAP provided services to
Town Name residents in 2020

\$8,457.10

total invested in supporting individuals and families in **Hersey** between October
1, 2019 and September 30, 2020

Comprehensive Service Approach

Our entire team is committed to this delivery model ensuring clients are connected to all of the programs and services that they need. ACAP Coaching Services are available to individuals and families. Our coaches work with clients on overcoming challenges and identify pathways to achieving their goals. Coaches work alongside individuals and families offering guidance and support along the way.



Early Care & Education

We provide families with comprehensive and affordable high quality prenatal, infant, toddler and preschool education, and child development programs.



Economic Development

We provide resources to assist individuals and families reach their goals. Our team provides the supports and resources to help achieve economic stability and sustainability.



Energy & Housing

We keep people warm, safe, and dry in their homes with a variety of programs that offer education or assistance in the areas of heating, energy efficiency, home purchase, repair and assistance for those facing foreclosure or eviction.



Prevention & Wellness

We build a stronger, healthier community by partnering with local and statewide organizations to offer prevention services that focus on nutrition, oral health, substance use, tobacco, and obesity.

ACAP served HOUSEHOLDS in Hersey as follows:

	4	Households received financial assistance to heat their home through the Home Energy Assistance Program (HEAP).	\$4,532
	*	Households were provided a comprehensive energy audit. The results of which determine energy conservation measures that were completed.	*
	*	Households had repair work completed on their home to ensure they could live safely.	*
	*	Households received assistance for repairing or replacing dangerous or malfunctioning heating systems.	*
	1	Households received financial assistance through the Energy Crisis Intervention Program (ECIP) to obtain emergency fuel delivery or prevent an electrical disconnect	\$264.90
	*	Households, otherwise not eligible for support through Federal or State programs, received assistance to get them through emergency with emergent needs including food, shelter, or fuel assistance.	*

ACAP served YOUTH in Hersey as follows:

	4	Families received education and food vouchers to assist children at nutritional risk, or pregnant or nursing women. The food vouchers are redeemed at local grocery stores for fruits, vegetables, dairy and whole grain products.	\$2,669.79
	*	Youth and Adults were provided education, resources, and evidence-based programming for reducing the use of alcohol, marijuana, and drug use.	*
	1	Moms received Breastfeeding Education and Support to encourage breastfeeding as primary source of infant nutrition.	\$214.29
	*	Families were provided education and activities that contribute to obesity prevention and overall health, all to improve the likelihood that families will make healthy food choices and choose physically active lifestyles. <i>(This program is only in Southern Aroostook County, per funding guidelines.)</i>	*
	*	Families were provided comprehensive services (coaching), including personal guidance, support and advocacy, as well as home energy reduction, financial literacy, job training, education and assistance securing employment, among others.	*

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ACAP served FAMILIES in Hersey as follows:

	*	Youth age 13 to 18 were assisted to address the harm they caused and repair their relationship with the community through the County Restorative Practice Program.	*
	*	Young adults age 16 to 24 took part in financial literacy classes as part of the Improving Outcomes for Youth Program.	*
	*	Children in preschool through grade 5 received dental sealants at no cost through our oral health program, which operates on-site at all County public elementary schools.	*
	*	Children in preschool through grade 5 were provided clinical assessments, dental cleanings, and other oral health care through our Kids Integrated Dental Services Program.	*
	*	Children ages three and four received comprehensive Head Start services through a licensed ACAP Early Care and Education Center.	*
	*	Children or Moms-to-be participated in ACAP's Early Head Start program that provides comprehensive child development services, prenatally through age three.	*
	*	Children infancy to six years of age enrolled in ACAP's licensed childcare facilities.	*
	1	Children provided with food meeting USDA nutritional guidelines at licensed child care facilities through the Child Care Food Program.	\$776.13
	*	Youth engaged in activity to encourage healthy behaviors to reduce childhood obesity.	*

ACAP served ADULTS in Hersey as follows:

	*	Individuals were provided assistance to train for future employment through Workforce Innovation Opportunity Act Fund.	*
	*	Adults provided assistance to train for future employment through Workforce Innovation Opportunity Funds after a job loss.	*
	*	Individuals took part in the hoMEworks Homebuyer Education Class.	*
	*	Individuals were provided Homeownership Support counseling because they were at risk of falling behind on their mortgage payments or facing foreclosure	*

Although overall units of service and total dollars invested figures on the front page represent the overall cumulative numbers in your community, this report does not include all of the individual programs ACAP administers that benefit your community.

All of our services are reflected in our 2021 Directory of Services.

Aroostook County Collectively:

	209	Adults received free individualized assistance on all aspects of the Healthcare Marketplace including determining eligibility, comparing options, accessing tax credits and applying for coverage.	\$8,585
	110	Youth Age 12 to 14 were trained to engage their peers in a conversations about the risks associated with tobacco use.	\$200,991
	33	Households provided assistance replacing home heating oil tanks that were considered high risk of discharging oil into the environment.	\$101,847
	46	Children between the ages of 3 and 5 with developmental disabilities were provided specially designed instruction and educational support through ACAP's Early Intervention Services.	\$400,000

Response to the COVID 19 Pandemic:

- Over 100 households with job loss supported through the home energy assistance program.
- 794 payments totaling over \$710,000 made to landlords to ensure renters in Aroostook County remain safely in their home from April 16 to September 30, 2020. There were 430 applications to the COVID-19 Rental Assistance Program. These households all rented a home or apartment in Aroostook County and attested to the inability to pay rent due to a reduction in income due to Covid-19.
- Provision of temporary overflow shelter created with partners at MaineHousing, University of Maine at Presque Isle, Aroostook Emergency Management Association, City of Presque Isle and Homeless Services of Aroostook. Between April 9-June 30, 2020. Individuals were cared for with 557 shelter bed nights and 1630 meals. Fifteen individuals were housed in the Hope and Prosperity Wellness Shelter.
- Utility assistance provided to 196 households through Emergency Food and Shelter CARES Act Funding locally administered by United Way of Aroostook.
- Distribution of dental kits to 4,000 children county wide.
- Guidance on workforce or employment assistance to individuals through almost 400 calls.
- Access to over 100,500 meals prepared and delivered to families with young children throughout Aroostook County.
- Diapers and wipes distributed to 134 households.
- Coaching support made available for existing clients and 172 new clients, many of whom were requesting assistance for the first time.
- WIC benefits provided to 80 new families.
- Garden kits delivered to 250 kids through Snap-Ed and Let's Go Program.

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2020 Report of Services for the Community of Hodgdon



By the numbers...

336

number of occasions ACAP provided services to
Town Name residents in 2020

\$192,817.58

total invested in supporting individuals and families in **Hodgdon** between
October 1, 2019 and September 30, 2020

Comprehensive Service Approach

Our entire team is committed to this delivery model ensuring clients are connected to all of the programs and services that they need. ACAP Coaching Services are available to individuals and families. Our coaches work with clients on overcoming challenges and identify pathways to achieving their goals. Coaches work alongside individuals and families offering guidance and support along the way.



Early Care & Education

We provide families with comprehensive and affordable high quality prenatal, infant, toddler and preschool education, and child development programs.



Economic Development

We provide resources to assist individuals and families reach their goals. Our team provides the supports and resources to help achieve economic stability and sustainability.



Energy & Housing

We keep people warm, safe, and dry in their homes with a variety of programs that offer education or assistance in the areas of heating, energy efficiency, home purchase, repair and assistance for those facing foreclosure or eviction.



Prevention & Wellness

We build a stronger, healthier community by partnering with local and statewide organizations to offer prevention services that focus on nutrition, oral health, substance use, tobacco, and obesity.

Aroostook County Action Program, Inc. provides services and resources that help families achieve greater economic independence. As a lead or in partnership with others, ACAP strengthens the community by responding to human need.

ACAP served HOUSEHOLDS in Hodgdon as follows:

	61	Households received financial assistance to heat their home through the Home Energy Assistance Program (HEAP).	\$47,883
	1	Households were provided a comprehensive energy audit. The results of which determine energy conservation measures that were completed.	\$11,326.87
	1	Households had repair work completed on their home to ensure they could live safely.	\$8,400
	4	Households received assistance for repairing or replacing dangerous or malfunctioning heating systems.	\$8,559.77
	8	Households received financial assistance through the Energy Crisis Intervention Program (ECIP) to obtain emergency fuel delivery or prevent an electrical disconnect	\$2,479.60
	3	Households, otherwise not eligible for support through Federal or State programs, received assistance to get them through emergency with emergent needs including food, shelter, or fuel assistance.	\$602.32

ACAP served YOUTH in Hodgdon as follows:

	24	Families received education and food vouchers to assist children at nutritional risk, or pregnant or nursing women. The food vouchers are redeemed at local grocery stores for fruits, vegetables, dairy and whole grain products.	\$16,018.72
	*	Youth and Adults were provided education, resources, and evidence-based programming for reducing the use of alcohol, marijuana, and drug use.	*
	3	Moms received Breastfeeding Education and Support to encourage breastfeeding as primary source of infant nutrition.	\$642.87
	59	Families were provided education and activities that contribute to obesity prevention and overall health, all to improve the likelihood that families will make healthy food choices and choose physically active lifestyles. <i>(This program is only in Southern Aroostook County, per funding guidelines.)</i>	\$9,661.28
	*	Families were provided comprehensive services (coaching), including personal guidance, support and advocacy, as well as home energy reduction, financial literacy, job training, education and assistance securing employment, among others.	*

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ACAP served FAMILIES in Hodgdon as follows:

	1	Youth age 13 to 18 were assisted to address the harm they caused and repair their relationship with the community through the County Restorative Practice Program.	\$3,928.57
	*	Young adults age 16 to 24 took part in financial literacy classes as part of the Improving Outcomes for Youth Program.	*
	140	Children in preschool through grade 5 received dental sealants at no cost through our oral health program, which operates on-site at all County public elementary schools.	\$3,905.12
	*	Children in preschool through grade 5 were provided clinical assessments, dental cleanings, and other oral health care through our Kids Integrated Dental Services Program.	*
	1	Children ages three and four received comprehensive Head Start services through a licensed ACAP Early Care and Education Center.	\$14,524
	2	Children or Moms-to-be participated in ACAP's Early Head Start program that provides comprehensive child development services, prenatally through age three.	\$14,524
	5	Children infancy to six years of age enrolled in ACAP's licensed childcare facilities.	\$22,407.40
	16	Children provided with food meeting USDA nutritional guidelines at licensed child care facilities through the Child Care Food Program.	\$12,418.08
	*	Youth engaged in activity to encourage healthy behaviors to reduce childhood obesity.	*

ACAP served ADULTS in Hodgdon as follows:

	*	Individuals were provided assistance to train for future employment through Workforce Innovation Opportunity Act Fund.	*
	*	Adults provided assistance to train for future employment through Workforce Innovation Opportunity Funds after a job loss.	*
	2	Individuals took part in the hoMEworks Homebuyer Education Class.	\$157.70
	*	Individuals were provided Homeownership Support counseling because they were at risk of falling behind on their mortgage payments or facing foreclosure	*

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All of our services are reflected in our 2021 Directory of Services.

Aroostook County Collectively:

	209	Adults received free individualized assistance on all aspects of the Healthcare Marketplace including determining eligibility, comparing options, accessing tax credits and applying for coverage.	\$8,585
	110	Youth Age 12 to 14 were trained to engage their peers in a conversations about the risks associated with tobacco use.	\$200,991
	33	Households provided assistance replacing home heating oil tanks that were considered high risk of discharging oil into the environment.	\$101,847
	46	Children between the ages of 3 and 5 with developmental disabilities were provided specially designed instruction and educational support through ACAP's Early Intervention Services.	\$400,000

Response to the COVID 19 Pandemic:

- Over 100 households with job loss supported through the home energy assistance program.
- 794 payments totaling over \$710,000 made to landlords to ensure renters in Aroostook County remain safely in their home from April 16 to September 30, 2020. There were 430 applications to the COVID-19 Rental Assistance Program. These households all rented a home or apartment in Aroostook County and attested to the inability to pay rent due to a reduction in income due to Covid-19.
- Provision of temporary overflow shelter created with partners at MaineHousing, University of Maine at Presque Isle, Aroostook Emergency Management Association, City of Presque Isle and Homeless Services of Aroostook. Between April 9-June 30, 2020. Individuals were cared for with 557 shelter bed nights and 1630 meals. Fifteen individuals were housed in the Hope and Prosperity Wellness Shelter.
- Utility assistance provided to 196 households through Emergency Food and Shelter CARES Act Funding locally administered by United Way of Aroostook.
- Distribution of dental kits to 4,000 children county wide.
- Guidance on workforce or employment assistance to individuals through almost 400 calls.
- Access to over 100,500 meals prepared and delivered to families with young children throughout Aroostook County.
- Diapers and wipes distributed to 134 households.
- Coaching support made available for existing clients and 172 new clients, many of whom were requesting assistance for the first time.
- WIC benefits provided to 80 new families.
- Garden kits delivered to 250 kids through Snap-Ed and Let's Go Program.

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2020 Report of Services for the Community of Houlton



By the numbers...

2,592

number of occasions ACAP provided services to
Town Name residents in 2020

\$1,895,419.87

total invested in supporting individuals and families in **Houlton** between
October 1, 2019 and September 30, 2020

Comprehensive Service Approach

Our entire team is committed to this delivery model ensuring clients are connected to all of the programs and services that they need. ACAP Coaching Services are available to individuals and families. Our coaches work with clients on overcoming challenges and identify pathways to achieving their goals. Coaches work alongside individuals and families offering guidance and support along the way.



Early Care & Education

We provide families with comprehensive and affordable high quality prenatal, infant, toddler and preschool education, and child development programs.



Economic Development

We provide resources to assist individuals and families reach their goals. Our team provides the supports and resources to help achieve economic stability and sustainability.



Energy & Housing

We keep people warm, safe, and dry in their homes with a variety of programs that offer education or assistance in the areas of heating, energy efficiency, home purchase, repair and assistance for those facing foreclosure or eviction.



Prevention & Wellness

We build a stronger, healthier community by partnering with local and statewide organizations to offer prevention services that focus on nutrition, oral health, substance use, tobacco, and obesity.

Aroostook County Action Program, Inc. provides services and resources that help families achieve greater economic independence. As a lead or in partnership with others, ACAP strengthens the community by responding to human need.

ACAP served HOUSEHOLDS in Houlton as follows:

	331	Households received financial assistance to heat their home through the Home Energy Assistance Program (HEAP).	\$227,112
	6	Households were provided a comprehensive energy audit. The results of which determine energy conservation measures that were completed.	\$46,232.85
	7	Households had repair work completed on their home to ensure they could live safely.	\$87,561.75
	10	Households received assistance for repairing or replacing dangerous or malfunctioning heating systems.	\$47,677.74
	17	Households received financial assistance through the Energy Crisis Intervention Program (ECIP) to obtain emergency fuel delivery or prevent an electrical disconnect	\$5,037.57
	12	Households, otherwise not eligible for support through Federal or State programs, received assistance to get them through emergency with emergent needs including food, shelter, or fuel assistance.	\$2,993.00

ACAP served YOUTH in Houlton as follows:

	222	Families received education and food vouchers to assist children at nutritional risk, or pregnant or nursing women. The food vouchers are redeemed at local grocery stores for fruits, vegetables, dairy and whole grain products.	\$148,173.15
	305	Youth and Adults were provided education, resources, and evidence-based programming for reducing the use of alcohol, marijuana, and drug use.	\$24,915.45
	9	Moms received Breastfeeding Education and Support to encourage breastfeeding as primary source of infant nutrition.	\$1,928.61
	351	Families were provided education and activities that contribute to obesity prevention and overall health, all to improve the likelihood that families will make healthy food choices and choose physically active lifestyles. <i>(This program is only in Southern Aroostook County, per funding guidelines.)</i>	\$57,476.45
	29	Families were provided comprehensive services (coaching), including personal guidance, support and advocacy, as well as home energy reduction, financial literacy, job training, education and assistance securing employment, among others.	\$16,761.42

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ACAP served FAMILIES in Houlton as follows:

	16	Youth age 13 to 18 were assisted to address the harm they caused and repair their relationship with the community through the County Restorative Practice Program.	\$62,857.12
	2	Young adults age 16 to 24 took part in financial literacy classes as part of the Improving Outcomes for Youth Program.	\$12,691.52
	200	Children in preschool through grade 5 received dental sealants at no cost through our oral health program, which operates on-site at all County public elementary schools.	\$5,578.74
	80	Children in preschool through grade 5 were provided clinical assessments, dental cleanings, and other oral health care through our Kids Integrated Dental Services Program.	\$3,910.42
	44	Children ages three and four received comprehensive Head Start services through a licensed ACAP Early Care and Education Center.	\$639,073.60
	11	Children or Moms-to-be participated in ACAP's Early Head Start program that provides comprehensive child development services, prenatally through age three.	\$639,073.60
	25	Children infancy to six years of age enrolled in ACAP's licensed childcare facilities.	\$112,037.00
	101	Children provided with food meeting USDA nutritional guidelines at licensed child care facilities through the Child Care Food Program.	\$78,389.13
	740	Youth engaged in activity to encourage healthy behaviors to reduce childhood obesity.	\$6,028.19

ACAP served ADULTS in Houlton as follows:

	5	Individuals were provided assistance to train for future employment through Workforce Innovation Opportunity Act Fund.	\$10,882.22
	2	Adults provided assistance to train for future employment through Workforce Innovation Opportunity Funds after a job loss.	\$6,513.30
	24	Individuals took part in the hoMEworks Homebuyer Education Class.	\$1,892.40
	6	Individuals were provided Homeownership Support counseling because they were at risk of falling behind on their mortgage payments or facing foreclosure	\$6,000.00

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All of our services are reflected in our 2021 Directory of Services.

Aroostook County Collectively:

	209	Adults received free individualized assistance on all aspects of the Healthcare Marketplace including determining eligibility, comparing options, accessing tax credits and applying for coverage.	\$8,585
	110	Youth Age 12 to 14 were trained to engage their peers in a conversations about the risks associated with tobacco use.	\$200,991
	33	Households provided assistance replacing home heating oil tanks that were considered high risk of discharging oil into the environment.	\$101,847
	46	Children between the ages of 3 and 5 with developmental disabilities were provided specially designed instruction and educational support through ACAP's Early Intervention Services.	\$400,000

Response to the COVID 19 Pandemic:

- Over 100 households with job loss supported through the home energy assistance program.
- 794 payments totaling over \$710,000 made to landlords to ensure renters in Aroostook County remain safely in their home from April 16 to September 30, 2020. There were 430 applications to the COVID-19 Rental Assistance Program. These households all rented a home or apartment in Aroostook County and attested to the inability to pay rent due to a reduction in income due to Covid-19.
- Provision of temporary overflow shelter created with partners at MaineHousing, University of Maine at Presque Isle, Aroostook Emergency Management Association, City of Presque Isle and Homeless Services of Aroostook. Between April 9-June 30, 2020. Individuals were cared for with 557 shelter bed nights and 1630 meals. Fifteen individuals were housed in the Hope and Prosperity Wellness Shelter.
- Utility assistance provided to 196 households through Emergency Food and Shelter CARES Act Funding locally administered by United Way of Aroostook.
- Distribution of dental kits to 4,000 children county wide.
- Guidance on workforce or employment assistance to individuals through almost 400 calls.
- Access to over 100,500 meals prepared and delivered to families with young children throughout Aroostook County.
- Diapers and wipes distributed to 134 households.
- Coaching support made available for existing clients and 172 new clients, many of whom were requesting assistance for the first time.
- WIC benefits provided to 80 new families.
- Garden kits delivered to 250 kids through Snap-Ed and Let's Go Program.

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2020 Report of Services for the Community of Island Falls



By the numbers...

221

number of occasions ACAP provided services to
Town Name residents in 2020

\$198,328.39

total invested in supporting individuals and families in **Island Falls** between
October 1, 2019 and September 30, 2020

Comprehensive Service Approach

Our entire team is committed to this delivery model ensuring clients are connected to all of the programs and services that they need. ACAP Coaching Services are available to individuals and families. Our coaches work with clients on overcoming challenges and identify pathways to achieving their goals. Coaches work alongside individuals and families offering guidance and support along the way.



Early Care & Education

We provide families with comprehensive and affordable high quality prenatal, infant, toddler and preschool education, and child development programs.



Economic Development

We provide resources to assist individuals and families reach their goals. Our team provides the supports and resources to help achieve economic stability and sustainability.



Energy & Housing

We keep people warm, safe, and dry in their homes with a variety of programs that offer education or assistance in the areas of heating, energy efficiency, home purchase, repair and assistance for those facing foreclosure or eviction.



Prevention & Wellness

We build a stronger, healthier community by partnering with local and statewide organizations to offer prevention services that focus on nutrition, oral health, substance use, tobacco, and obesity.

Aroostook County Action Program, Inc. provides services and resources that help families achieve greater economic independence. As a lead or in partnership with others, ACAP strengthens the community by responding to human need.

ACAP served HOUSEHOLDS in Island Falls as follows:

	57	Households received financial assistance to heat their home through the Home Energy Assistance Program (HEAP).	\$54,660.12
	*	Households were provided a comprehensive energy audit. The results of which determine energy conservation measures that where completed.	*
	*	Households had repair work completed on their home to ensure they could live safely.	*
	5	Households received assistance for repairing or replacing dangerous or malfunctioning heating systems.	\$2,863.31
	4	Households received financial assistance through the Energy Crisis Intervention Program (ECIP) to obtain emergency fuel delivery or prevent an electrical disconnect	\$1,494.51
	1	Households, otherwise not eligible for support through Federal or State programs, received assistance to get them through emergency with emergent needs including food, shelter, or fuel assistance.	\$234.90

ACAP served YOUTH in Island Falls as follows:

	22	Families received education and food vouchers to assist children at nutritional risk, or pregnant or nursing women. The food vouchers are redeemed at local grocery stores for fruits, vegetables, dairy and whole grain products.	\$14,683.83
		Youth and Adults were provided education, resources, and evidence-based programming for reducing the use of alcohol, marijuana, and drug use.	
	1	Moms received Breastfeeding Education and Support to encourage breastfeeding as primary source of infant nutrition.	\$214.29
	7	Families were provided education and activities that contribute to obesity prevention and overall health, all to improve the likelihood that families will make healthy food choices and choose physically active lifestyles. <i>(This program is only in Southern Aroostook County, per funding guidelines.)</i>	\$1,146.25
	5	Families were provided comprehensive services (coaching), including personal guidance, support and advocacy, as well as home energy reduction, financial literacy, job training, education and assistance securing employment, among others.	\$2,889.90

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ACAP served FAMILIES in Island Falls as follows:

	1	Youth age 13 to 18 were assisted to address the harm they caused and repair their relationship with the community through the County Restorative Practice Program.	\$3,928.57
	*	Young adults age 16 to 24 took part in financial literacy classes as part of the Improving Outcomes for Youth Program.	*
	45	Children in preschool through grade 5 received dental sealants at no cost through our oral health program, which operates on-site at all County public elementary schools.	\$1,255.22
	*	Children in preschool through grade 5 were provided clinical assessments, dental cleanings, and other oral health care through our Kids Integrated Dental Services Program.	*
	6	Children ages three and four received comprehensive Head Start services through a licensed ACAP Early Care and Education Center.	\$87,146.40
	*	Children or Moms-to-be participated in ACAP's Early Head Start program that provides comprehensive child development services, prenatally through age three.	\$87,146.40
	*	Children infancy to six years of age enrolled in ACAP's licensed childcare facilities.	*
	10	Children provided with food meeting USDA nutritional guidelines at licensed child care facilities through the Child Care Food Program.	\$7,761.30
	52	Youth engaged in activity to encourage healthy behaviors to reduce childhood obesity.	\$423.60

ACAP served ADULTS in Island Falls as follows:

	*	Individuals were provided assistance to train for future employment through Workforce Innovation Opportunity Act Fund.	*
	*	Adults provided assistance to train for future employment through Workforce Innovation Opportunity Funds after a job loss.	*
	*	Individuals took part in the hoMEworks Homebuyer Education Class.	*
	2	Individuals were provided Homeownership Support counseling because they were at risk of falling behind on their mortgage payments or facing foreclosure	\$2,000.00

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Aroostook County Collectively:

	209	Adults received free individualized assistance on all aspects of the Healthcare Marketplace including determining eligibility, comparing options, accessing tax credits and applying for coverage.	\$8,585
	110	Youth Age 12 to 14 were trained to engage their peers in a conversations about the risks associated with tobacco use.	\$200,991
	33	Households provided assistance replacing home heating oil tanks that were considered high risk of discharging oil into the environment.	\$101,847
	46	Children between the ages of 3 and 5 with developmental disabilities were provided specially designed instruction and educational support through ACAP's Early Intervention Services.	\$400,000

Response to the COVID 19 Pandemic:

- Over 100 households with job loss supported through the home energy assistance program.
- 794 payments totaling over \$710,000 made to landlords to ensure renters in Aroostook County remain safely in their home from April 16 to September 30, 2020. There were 430 applications to the COVID-19 Rental Assistance Program. These households all rented a home or apartment in Aroostook County and attested to the inability to pay rent due to a reduction in income due to Covid-19.
- Provision of temporary overflow shelter created with partners at MaineHousing, University of Maine at Presque Isle, Aroostook Emergency Management Association, City of Presque Isle and Homeless Services of Aroostook. Between April 9-June 30, 2020. Individuals were cared for with 557 shelter bed nights and 1630 meals. Fifteen individuals were housed in the Hope and Prosperity Wellness Shelter.
- Utility assistance provided to 196 households through Emergency Food and Shelter CARES Act Funding locally administered by United Way of Aroostook.
- Distribution of dental kits to 4,000 children county wide.
- Guidance on workforce or employment assistance to individuals through almost 400 calls.
- Access to over 100,500 meals prepared and delivered to families with young children throughout Aroostook County.
- Diapers and wipes distributed to 134 households.
- Coaching support made available for existing clients and 172 new clients, many of whom were requesting assistance for the first time.
- WIC benefits provided to 80 new families.
- Garden kits delivered to 250 kids through Snap-Ed and Let's Go Program.

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Aroostook County Action Program

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2020 Report of Services for the Community of Limestone



By the numbers...

782

number of occasions ACAP provided services to
Town Name residents in 2020

\$516,741.61

total invested in supporting individuals and families in **Limestone** between
October 1, 2019 and September 30, 2020

Comprehensive Service Approach

Our entire team is committed to this delivery model ensuring clients are connected to all of the programs and services that they need. ACAP Coaching Services are available to individuals and families. Our coaches work with clients on overcoming challenges and identify pathways to achieving their goals. Coaches work alongside individuals and families offering guidance and support along the way.



Early Care & Education

We provide families with comprehensive and affordable high quality prenatal, infant, toddler and preschool education, and child development programs.



Economic Development

We provide resources to assist individuals and families reach their goals. Our team provides the supports and resources to help achieve economic stability and sustainability.



Energy & Housing

We keep people warm, safe, and dry in their homes with a variety of programs that offer education or assistance in the areas of heating, energy efficiency, home purchase, repair and assistance for those facing foreclosure or eviction.



Prevention & Wellness

We build a stronger, healthier community by partnering with local and statewide organizations to offer prevention services that focus on nutrition, oral health, substance use, tobacco, and obesity.

Aroostook County Action Program, Inc. provides services and resources that help families achieve greater economic independence. As a lead or in partnership with others, ACAP strengthens the community by responding to human need.

ACAP served HOUSEHOLDS in Limestone as follows:

	135	Households received financial assistance to heat their home through the Home Energy Assistance Program (HEAP).	\$99,225
	*	Households were provided a comprehensive energy audit. The results of which determine energy conservation measures that where completed.	*
	2	Households had repair work completed on their home to ensure they could live safely.	\$5,287.03
	2	Households received assistance for repairing or replacing dangerous or malfunctioning heating systems.	\$4,736.78
	18	Households received financial assistance through the Energy Crisis Intervention Program (ECIP) to obtain emergency fuel delivery or prevent an electrical disconnect	\$6,348.24
	13	Households, otherwise not eligible for support through Federal or State programs, received assistance to get them through emergency with emergent needs including food, shelter, or fuel assistance.	\$4,041.42

ACAP served YOUTH in Limestone as follows:

	66	Families received education and food vouchers to assist children at nutritional risk, or pregnant or nursing women. The food vouchers are redeemed at local grocery stores for fruits, vegetables, dairy and whole grain products.	\$44,051.48
	210	Youth and Adults were provided education, resources, and evidence-based programming for reducing the use of alcohol, marijuana, and drug use.	\$17,154.90
	7	Moms received Breastfeeding Education and Support to encourage breastfeeding as primary source of infant nutrition.	\$1,500.03
	*	Families were provided education and activities that contribute to obesity prevention and overall health, all to improve the likelihood that families will make healthy food choices and choose physically active lifestyles. <i>(This program is only in Southern Aroostook County, per funding guidelines.)</i>	*
	18	Families were provided comprehensive services (coaching), including personal guidance, support and advocacy, as well as home energy reduction, financial literacy, job training, education and assistance securing employment, among others.	\$10,403.64

**In columns throughout this report where no units or service of investment amount is noted, that specific service was not accessed by members of your community in 2020. We have included these in your report to make you aware of these services as you work with individuals and families in your community who may benefit.*

ACAP served FAMILIES in Limestone as follows:

	*	Youth age 13 to 18 were assisted to address the harm they caused and repair their relationship with the community through the County Restorative Practice Program.	*
	*	Young adults age 16 to 24 took part in financial literacy classes as part of the Improving Outcomes for Youth Program.	*
	*	Children in preschool through grade 5 received dental sealants at no cost through our oral health program, which operates on-site at all County public elementary schools.	*
	*	Children in preschool through grade 5 were provided clinical assessments, dental cleanings, and other oral health care through our Kids Integrated Dental Services Program.	*
	12	Children ages three and four received comprehensive Head Start services through a licensed ACAP Early Care and Education Center.	\$174,292.80
	6	Children or Moms-to-be participated in ACAP's Early Head Start program that provides comprehensive child development services, prenatally through age three.	\$174,292.80
	3	Children infancy to six years of age enrolled in ACAP's licensed childcare facilities.	\$13,444.44
	6	Children provided with food meeting USDA nutritional guidelines at licensed child care facilities through the Child Care Food Program.	\$4,656.78
	255	Youth engaged in activity to encourage healthy behaviors to reduce childhood obesity.	\$2,077.28

ACAP served ADULTS in Limestone as follows:

	1	Individuals were provided assistance to train for future employment through Workforce Innovation Opportunity Act Fund.	\$2,176.33
	1	Adults provided assistance to train for future employment through Workforce Innovation Opportunity Funds after a job loss.	\$3,256.65
	8	Individuals took part in the hoMEworks Homebuyer Education Class.	\$630.80
	*	Individuals were provided Homeownership Support counseling because they were at risk of falling behind on their mortgage payments or facing foreclosure	*

Although overall units of service and total dollars invested figures on the front page represent the overall cumulative numbers in your community, this report does not include all of the individual programs ACAP administers that benefit your community.

All of our services are reflected in our 2021 Directory of Services.

Aroostook County Collectively:

	209	Adults received free individualized assistance on all aspects of the Healthcare Marketplace including determining eligibility, comparing options, accessing tax credits and applying for coverage.	\$8,585
	110	Youth Age 12 to 14 were trained to engage their peers in a conversations about the risks associated with tobacco use.	\$200,991
	33	Households provided assistance replacing home heating oil tanks that were considered high risk of discharging oil into the environment.	\$101,847
	46	Children between the ages of 3 and 5 with developmental disabilities were provided specially designed instruction and educational support through ACAP's Early Intervention Services.	\$400,000

Response to the COVID 19 Pandemic:

- Over 100 households with job loss supported through the home energy assistance program.
- 794 payments totaling over \$710,000 made to landlords to ensure renters in Aroostook County remain safely in their home from April 16 to September 30, 2020. There were 430 applications to the COVID-19 Rental Assistance Program. These households all rented a home or apartment in Aroostook County and attested to the inability to pay rent due to a reduction in income due to Covid-19.
- Provision of temporary overflow shelter created with partners at MaineHousing, University of Maine at Presque Isle, Aroostook Emergency Management Association, City of Presque Isle and Homeless Services of Aroostook. Between April 9-June 30, 2020. Individuals were cared for with 557 shelter bed nights and 1630 meals. Fifteen individuals were housed in the Hope and Prosperity Wellness Shelter.
- Utility assistance provided to 196 households through Emergency Food and Shelter CARES Act Funding locally administered by United Way of Aroostook.
- Distribution of dental kits to 4,000 children county wide.
- Guidance on workforce or employment assistance to individuals through almost 400 calls.
- Access to over 100,500 meals prepared and delivered to families with young children throughout Aroostook County.
- Diapers and wipes distributed to 134 households.
- Coaching support made available for existing clients and 172 new clients, many of whom were requesting assistance for the first time.
- WIC benefits provided to 80 new families.
- Garden kits delivered to 250 kids through Snap-Ed and Let's Go Program.

These COVID-19 Pandemic numbers are from March 15 to July 15, 2020, unless otherwise noted.



Aroostook County Action Program

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 207.764.3721
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www.acap-me.org



By the numbers...

141

number of occasions ACAP provided services to
Town Name residents in 2020

\$167,012.78

total invested in supporting individuals and families in **Linneus** between
October 1, 2019 and September 30, 2020

Comprehensive Service Approach

Our entire team is committed to this delivery model ensuring clients are connected to all of the programs and services that they need. ACAP Coaching Services are available to individuals and families. Our coaches work with clients on overcoming challenges and identify pathways to achieving their goals. Coaches work alongside individuals and families offering guidance and support along the way.



Early Care & Education

We provide families with comprehensive and affordable high quality prenatal, infant, toddler and preschool education, and child development programs.



Economic Development

We provide resources to assist individuals and families reach their goals. Our team provides the supports and resources to help achieve economic stability and sustainability.



Energy & Housing

We keep people warm, safe, and dry in their homes with a variety of programs that offer education or assistance in the areas of heating, energy efficiency, home purchase, repair and assistance for those facing foreclosure or eviction.



Prevention & Wellness

We build a stronger, healthier community by partnering with local and statewide organizations to offer prevention services that focus on nutrition, oral health, substance use, tobacco, and obesity.

ACAP served HOUSEHOLDS in Linneus as follows:

	59	Households received financial assistance to heat their home through the Home Energy Assistance Program (HEAP).	\$48,242
	*	Households were provided a comprehensive energy audit. The results of which determine energy conservation measures that were completed.	*
	*	Households had repair work completed on their home to ensure they could live safely.	*
	4	Households received assistance for repairing or replacing dangerous or malfunctioning heating systems.	\$3,250.68
	12	Households received financial assistance through the Energy Crisis Intervention Program (ECIP) to obtain emergency fuel delivery or prevent an electrical disconnect	\$4,265.38
	5	Households, otherwise not eligible for support through Federal or State programs, received assistance to get them through emergency with emergent needs including food, shelter, or fuel assistance.	\$1,566.80

ACAP served YOUTH in Linneus as follows:

	25	Families received education and food vouchers to assist children at nutritional risk, or pregnant or nursing women. The food vouchers are redeemed at local grocery stores for fruits, vegetables, dairy and whole grain products.	\$16,686.17
		Youth and Adults were provided education, resources, and evidence-based programming for reducing the use of alcohol, marijuana, and drug use.	
	3	Moms received Breastfeeding Education and Support to encourage breastfeeding as primary source of infant nutrition.	\$642.87
	1	Families were provided education and activities that contribute to obesity prevention and overall health, all to improve the likelihood that families will make healthy food choices and choose physically active lifestyles. <i>(This program is only in Southern Aroostook County, per funding guidelines.)</i>	\$163.75
	*	Families were provided comprehensive services (coaching), including personal guidance, support and advocacy, as well as home energy reduction, financial literacy, job training, education and assistance securing employment, among others.	*

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ACAP served FAMILIES in Linneus as follows:

	1	Youth age 13 to 18 were assisted to address the harm they caused and repair their relationship with the community through the County Restorative Practice Program.	\$3,928.57
	*	Young adults age 16 to 24 took part in financial literacy classes as part of the Improving Outcomes for Youth Program.	*
	*	Children in preschool through grade 5 received dental sealants at no cost through our oral health program, which operates on-site at all County public elementary schools.	*
	*	Children in preschool through grade 5 were provided clinical assessments, dental cleanings, and other oral health care through our Kids Integrated Dental Services Program.	*
	3	Children ages three and four received comprehensive Head Start services through a licensed ACAP Early Care and Education Center.	\$43,573.20
	*	Children or Moms-to-be participated in ACAP's Early Head Start program that provides comprehensive child development services, prenatally through age three.	\$43,573.20
	5	Children infancy to six years of age enrolled in ACAP's licensed childcare facilities.	\$22,407.40
	14	Children provided with food meeting USDA nutritional guidelines at licensed child care facilities through the Child Care Food Program.	\$10,865.82
	*	Youth engaged in activity to encourage healthy behaviors to reduce childhood obesity.	*

ACAP served ADULTS in Linneus as follows:

	*	Individuals were provided assistance to train for future employment through Workforce Innovation Opportunity Act Fund.	*
	*	Adults provided assistance to train for future employment through Workforce Innovation Opportunity Funds after a job loss.	*
	2	Individuals took part in the hoMEworks Homebuyer Education Class.	\$157.70
	1	Individuals were provided Homeownership Support counseling because they were at risk of falling behind on their mortgage payments or facing foreclosure	\$1,000

Although overall units of service and total dollars invested figures on the front page represent the overall cumulative numbers in your community, this report does not include all of the individual programs ACAP administers that benefit your community.

All of our services are reflected in our 2021 Directory of Services.

Aroostook County Collectively:

	209	Adults received free individualized assistance on all aspects of the Healthcare Marketplace including determining eligibility, comparing options, accessing tax credits and applying for coverage.	\$8,585
	110	Youth Age 12 to 14 were trained to engage their peers in a conversations about the risks associated with tobacco use.	\$200,991
	33	Households provided assistance replacing home heating oil tanks that were considered high risk of discharging oil into the environment.	\$101,847
	46	Children between the ages of 3 and 5 with developmental disabilities were provided specially designed instruction and educational support through ACAP's Early Intervention Services.	\$400,000

Response to the COVID 19 Pandemic:

- Over 100 households with job loss supported through the home energy assistance program.
- 794 payments totaling over \$710,000 made to landlords to ensure renters in Aroostook County remain safely in their home from April 16 to September 30, 2020. There were 430 applications to the COVID-19 Rental Assistance Program. These households all rented a home or apartment in Aroostook County and attested to the inability to pay rent due to a reduction in income due to Covid-19.
- Provision of temporary overflow shelter created with partners at MaineHousing, University of Maine at Presque Isle, Aroostook Emergency Management Association, City of Presque Isle and Homeless Services of Aroostook. Between April 9-June 30, 2020. Individuals were cared for with 557 shelter bed nights and 1630 meals. Fifteen individuals were housed in the Hope and Prosperity Wellness Shelter.
- Utility assistance provided to 196 households through Emergency Food and Shelter CARES Act Funding locally administered by United Way of Aroostook.
- Distribution of dental kits to 4,000 children county wide.
- Guidance on workforce or employment assistance to individuals through almost 400 calls.
- Access to over 100,500 meals prepared and delivered to families with young children throughout Aroostook County.
- Diapers and wipes distributed to 134 households.
- Coaching support made available for existing clients and 172 new clients, many of whom were requesting assistance for the first time.
- WIC benefits provided to 80 new families.
- Garden kits delivered to 250 kids through Snap-Ed and Let's Go Program.

These COVID-19 Pandemic numbers are from March 15 to July 15, 2020, unless otherwise noted.



Aroostook County Action Program

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By the numbers...

183

number of occasions ACAP provided services to
Town Name residents in 2020

\$147,911.46

total invested in supporting individuals and families in **Littleton** between
October 1, 2019 and September 30, 2020

Comprehensive Service Approach

Our entire team is committed to this delivery model ensuring clients are connected to all of the programs and services that they need. ACAP Coaching Services are available to individuals and families. Our coaches work with clients on overcoming challenges and identify pathways to achieving their goals. Coaches work alongside individuals and families offering guidance and support along the way.



Early Care & Education

We provide families with comprehensive and affordable high quality prenatal, infant, toddler and preschool education, and child development programs.



Economic Development

We provide resources to assist individuals and families reach their goals. Our team provides the supports and resources to help achieve economic stability and sustainability.



Energy & Housing

We keep people warm, safe, and dry in their homes with a variety of programs that offer education or assistance in the areas of heating, energy efficiency, home purchase, repair and assistance for those facing foreclosure or eviction.



Prevention & Wellness

We build a stronger, healthier community by partnering with local and statewide organizations to offer prevention services that focus on nutrition, oral health, substance use, tobacco, and obesity.

ACAP served HOUSEHOLDS in Littleton as follows:

	65	Households received financial assistance to heat their home through the Home Energy Assistance Program (HEAP).	\$53,870
	1	Households were provided a comprehensive energy audit. The results of which determine energy conservation measures that were completed.	\$7,505.78
	*	Households had repair work completed on their home to ensure they could live safely.	*
	4	Households received assistance for repairing or replacing dangerous or malfunctioning heating systems.	\$20,401.95
	9	Households received financial assistance through the Energy Crisis Intervention Program (ECIP) to obtain emergency fuel delivery or prevent an electrical disconnect	\$2,958.58
	5	Households, otherwise not eligible for support through Federal or State programs, received assistance to get them through emergency with emergent needs including food, shelter, or fuel assistance.	\$1,330.89

ACAP served YOUTH in Littleton as follows:

	20	Families received education and food vouchers to assist children at nutritional risk, or pregnant or nursing women. The food vouchers are redeemed at local grocery stores for fruits, vegetables, dairy and whole grain products.	\$13,348.93
	50	Youth and Adults were provided education, resources, and evidence-based programming for reducing the use of alcohol, marijuana, and drug use.	\$4,084.50
	*	Moms received Breastfeeding Education and Support to encourage breastfeeding as primary source of infant nutrition.	*
	4	Families were provided education and activities that contribute to obesity prevention and overall health, all to improve the likelihood that families will make healthy food choices and choose physically active lifestyles. <i>(This program is only in Southern Aroostook County, per funding guidelines.)</i>	\$655
	*	Families were provided comprehensive services (coaching), including personal guidance, support and advocacy, as well as home energy reduction, financial literacy, job training, education and assistance securing employment, among others.	*

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ACAP served FAMILIES in Littleton as follows:

	3	Youth age 13 to 18 were assisted to address the harm they caused and repair their relationship with the community through the County Restorative Practice Program.	\$11,785.71
	*	Young adults age 16 to 24 took part in financial literacy classes as part of the Improving Outcomes for Youth Program.	*
	*	Children in preschool through grade 5 received dental sealants at no cost through our oral health program, which operates on-site at all County public elementary schools.	*
	*	Children in preschool through grade 5 were provided clinical assessments, dental cleanings, and other oral health care through our Kids Integrated Dental Services Program.	*
	1	Children ages three and four received comprehensive Head Start services through a licensed ACAP Early Care and Education Center.	\$14,524.40
	*	Children or Moms-to-be participated in ACAP's Early Head Start program that provides comprehensive child development services, prenatally through age three.	\$14,524.40
	1	Children infancy to six years of age enrolled in ACAP's licensed childcare facilities.	\$4,481.48
	12	Children provided with food meeting USDA nutritional guidelines at licensed child care facilities through the Child Care Food Program.	\$9,313.56
	*	Youth engaged in activity to encourage healthy behaviors to reduce childhood obesity.	*

ACAP served ADULTS in Littleton as follows:

	1	Individuals were provided assistance to train for future employment through Workforce Innovation Opportunity Act Fund.	\$2,176.33
	*	Adults provided assistance to train for future employment through Workforce Innovation Opportunity Funds after a job loss.	*
	3	Individuals took part in the hoMEworks Homebuyer Education Class.	\$236.55
	*	Individuals were provided Homeownership Support counseling because they were at risk of falling behind on their mortgage payments or facing foreclosure	*

Although overall units of service and total dollars invested figures on the front page represent the overall cumulative numbers in your community, this report does not include all of the individual programs ACAP administers that benefit your community.

All of our services are reflected in our 2021 Directory of Services.

Aroostook County Collectively:

	209	Adults received free individualized assistance on all aspects of the Healthcare Marketplace including determining eligibility, comparing options, accessing tax credits and applying for coverage.	\$8,585
	110	Youth Age 12 to 14 were trained to engage their peers in a conversations about the risks associated with tobacco use.	\$200,991
	33	Households provided assistance replacing home heating oil tanks that were considered high risk of discharging oil into the environment.	\$101,847
	46	Children between the ages of 3 and 5 with developmental disabilities were provided specially designed instruction and educational support through ACAP's Early Intervention Services.	\$400,000

Response to the COVID 19 Pandemic:

- Over 100 households with job loss supported through the home energy assistance program.
- 794 payments totaling over \$710,000 made to landlords to ensure renters in Aroostook County remain safely in their home from April 16 to September 30, 2020. There were 430 applications to the COVID-19 Rental Assistance Program. These households all rented a home or apartment in Aroostook County and attested to the inability to pay rent due to a reduction in income due to Covid-19.
- Provision of temporary overflow shelter created with partners at MaineHousing, University of Maine at Presque Isle, Aroostook Emergency Management Association, City of Presque Isle and Homeless Services of Aroostook. Between April 9-June 30, 2020. Individuals were cared for with 557 shelter bed nights and 1630 meals. Fifteen individuals were housed in the Hope and Prosperity Wellness Shelter.
- Utility assistance provided to 196 households through Emergency Food and Shelter CARES Act Funding locally administered by United Way of Aroostook.
- Distribution of dental kits to 4,000 children county wide.
- Guidance on workforce or employment assistance to individuals through almost 400 calls.
- Access to over 100,500 meals prepared and delivered to families with young children throughout Aroostook County.
- Diapers and wipes distributed to 134 households.
- Coaching support made available for existing clients and 172 new clients, many of whom were requesting assistance for the first time.
- WIC benefits provided to 80 new families.
- Garden kits delivered to 250 kids through Snap-Ed and Let's Go Program.

These COVID-19 Pandemic numbers are from March 15 to July 15, 2020, unless otherwise noted.



Aroostook County Action Program

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By the numbers...

50

number of occasions ACAP provided services to
Town Name residents in 2020

\$82,469.18

total invested in supporting individuals and families in **Ludlow** between
October 1, 2019 and September 30, 2020

Comprehensive Service Approach

Our entire team is committed to this delivery model ensuring clients are connected to all of the programs and services that they need. ACAP Coaching Services are available to individuals and families. Our coaches work with clients on overcoming challenges and identify pathways to achieving their goals. Coaches work alongside individuals and families offering guidance and support along the way.



Early Care & Education

We provide families with comprehensive and affordable high quality prenatal, infant, toddler and preschool education, and child development programs.



Economic Development

We provide resources to assist individuals and families reach their goals. Our team provides the supports and resources to help achieve economic stability and sustainability.



Energy & Housing

We keep people warm, safe, and dry in their homes with a variety of programs that offer education or assistance in the areas of heating, energy efficiency, home purchase, repair and assistance for those facing foreclosure or eviction.



Prevention & Wellness

We build a stronger, healthier community by partnering with local and statewide organizations to offer prevention services that focus on nutrition, oral health, substance use, tobacco, and obesity.

ACAP served HOUSEHOLDS in Ludlow as follows:

	20	Households received financial assistance to heat their home through the Home Energy Assistance Program (HEAP).	\$17,127
	*	Households were provided a comprehensive energy audit. The results of which determine energy conservation measures that were completed.	*
	*	Households had repair work completed on their home to ensure they could live safely.	*
	1	Households received assistance for repairing or replacing dangerous or malfunctioning heating systems.	\$4,364.90
	4	Households received financial assistance through the Energy Crisis Intervention Program (ECIP) to obtain emergency fuel delivery or prevent an electrical disconnect	\$1,256.56
	1	Households, otherwise not eligible for support through Federal or State programs, received assistance to get them through emergency with emergent needs including food, shelter, or fuel assistance.	\$173.59

ACAP served YOUTH in Ludlow as follows:

	12	Families received education and food vouchers to assist children at nutritional risk, or pregnant or nursing women. The food vouchers are redeemed at local grocery stores for fruits, vegetables, dairy and whole grain products.	\$8,009.36
	*	Youth and Adults were provided education, resources, and evidence-based programming for reducing the use of alcohol, marijuana, and drug use.	*
	*	Moms received Breastfeeding Education and Support to encourage breastfeeding as primary source of infant nutrition.	*
	*	Families were provided education and activities that contribute to obesity prevention and overall health, all to improve the likelihood that families will make healthy food choices and choose physically active lifestyles. <i>(This program is only in Southern Aroostook County, per funding guidelines.)</i>	*
	*	Families were provided comprehensive services (coaching), including personal guidance, support and advocacy, as well as home energy reduction, financial literacy, job training, education and assistance securing employment, among others.	*

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ACAP served FAMILIES in Ludlow as follows:

	*	Youth age 13 to 18 were assisted to address the harm they caused and repair their relationship with the community through the County Restorative Practice Program.	*
	*	Young adults age 16 to 24 took part in financial literacy classes as part of the Improving Outcomes for Youth Program.	*
	*	Children in preschool through grade 5 received dental sealants at no cost through our oral health program, which operates on-site at all County public elementary schools.	*
	*	Children in preschool through grade 5 were provided clinical assessments, dental cleanings, and other oral health care through our Kids Integrated Dental Services Program.	*
	2	Children ages three and four received comprehensive Head Start services through a licensed ACAP Early Care and Education Center.	\$29,048.80
	*	Children or Moms-to-be participated in ACAP's Early Head Start program that provides comprehensive child development services, prenatally through age three.	\$29,048.80
	2	Children infancy to six years of age enrolled in ACAP's licensed childcare facilities.	\$8,962.96
	6	Children provided with food meeting USDA nutritional guidelines at licensed child care facilities through the Child Care Food Program.	\$4,656.78
	*	Youth engaged in activity to encourage healthy behaviors to reduce childhood obesity.	*

ACAP served ADULTS in Ludlow as follows:

	*	Individuals were provided assistance to train for future employment through Workforce Innovation Opportunity Act Fund.	*
	*	Adults provided assistance to train for future employment through Workforce Innovation Opportunity Funds after a job loss.	*
	*	Individuals took part in the hoMEworks Homebuyer Education Class.	*
	*	Individuals were provided Homeownership Support counseling because they were at risk of falling behind on their mortgage payments or facing foreclosure	*

Although overall units of service and total dollars invested figures on the front page represent the overall cumulative numbers in your community, this report does not include all of the individual programs ACAP administers that benefit your community.

All of our services are reflected in our 2021 Directory of Services.

Aroostook County Collectively:

	209	Adults received free individualized assistance on all aspects of the Healthcare Marketplace including determining eligibility, comparing options, accessing tax credits and applying for coverage.	\$8,585
	110	Youth Age 12 to 14 were trained to engage their peers in a conversations about the risks associated with tobacco use.	\$200,991
	33	Households provided assistance replacing home heating oil tanks that were considered high risk of discharging oil into the environment.	\$101,847
	46	Children between the ages of 3 and 5 with developmental disabilities were provided specially designed instruction and educational support through ACAP's Early Intervention Services.	\$400,000

Response to the COVID 19 Pandemic:

- Over 100 households with job loss supported through the home energy assistance program.
- 794 payments totaling over \$710,000 made to landlords to ensure renters in Aroostook County remain safely in their home from April 16 to September 30, 2020. There were 430 applications to the COVID-19 Rental Assistance Program. These households all rented a home or apartment in Aroostook County and attested to the inability to pay rent due to a reduction in income due to Covid-19.
- Provision of temporary overflow shelter created with partners at MaineHousing, University of Maine at Presque Isle, Aroostook Emergency Management Association, City of Presque Isle and Homeless Services of Aroostook. Between April 9-June 30, 2020. Individuals were cared for with 557 shelter bed nights and 1630 meals. Fifteen individuals were housed in the Hope and Prosperity Wellness Shelter.
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- Diapers and wipes distributed to 134 households.
- Coaching support made available for existing clients and 172 new clients, many of whom were requesting assistance for the first time.
- WIC benefits provided to 80 new families.
- Garden kits delivered to 250 kids through Snap-Ed and Let's Go Program.

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Aroostook County Action Program

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2020 Report of Services for the Community of Macwahoc



By the numbers...

11

number of occasions ACAP provided services to
Town Name residents in 2020

\$26,756.40

total invested in supporting individuals and families in **Macwahoc** between
October 1, 2019 and September 30, 2020

Comprehensive Service Approach

Our entire team is committed to this delivery model ensuring clients are connected to all of the programs and services that they need. ACAP Coaching Services are available to individuals and families. Our coaches work with clients on overcoming challenges and identify pathways to achieving their goals. Coaches work alongside individuals and families offering guidance and support along the way.



Early Care & Education

We provide families with comprehensive and affordable high quality prenatal, infant, toddler and preschool education, and child development programs.



Economic Development

We provide resources to assist individuals and families reach their goals. Our team provides the supports and resources to help achieve economic stability and sustainability.



Energy & Housing

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Prevention & Wellness

We build a stronger, healthier community by partnering with local and statewide organizations to offer prevention services that focus on nutrition, oral health, substance use, tobacco, and obesity.

Aroostook County Action Program, Inc. provides services and resources that help families achieve greater economic independence. As a lead or in partnership with others, ACAP strengthens the community by responding to human need.

ACAP served HOUSEHOLDS in Macwahoc as follows:

	9	Households received financial assistance to heat their home through the Home Energy Assistance Program (HEAP).	\$9,141
	*	Households were provided a comprehensive energy audit. The results of which determine energy conservation measures that were completed.	*
	1	Households had repair work completed on their home to ensure they could live safely.	\$17,307.50
	*	Households received assistance for repairing or replacing dangerous or malfunctioning heating systems.	*
	1	Households received financial assistance through the Energy Crisis Intervention Program (ECIP) to obtain emergency fuel delivery or prevent an electrical disconnect	\$307.90
	*	Households, otherwise not eligible for support through Federal or State programs, received assistance to get them through emergency with emergent needs including food, shelter, or fuel assistance.	*

ACAP served YOUTH in Macwahoc as follows:

	*	Families received education and food vouchers to assist children at nutritional risk, or pregnant or nursing women. The food vouchers are redeemed at local grocery stores for fruits, vegetables, dairy and whole grain products.	*
	*	Youth and Adults were provided education, resources, and evidence-based programming for reducing the use of alcohol, marijuana, and drug use.	*
	*	Moms received Breastfeeding Education and Support to encourage breastfeeding as primary source of infant nutrition.	*
	*	Families were provided education and activities that contribute to obesity prevention and overall health, all to improve the likelihood that families will make healthy food choices and choose physically active lifestyles. <i>(This program is only in Southern Aroostook County, per funding guidelines.)</i>	*
	*	Families were provided comprehensive services (coaching), including personal guidance, support and advocacy, as well as home energy reduction, financial literacy, job training, education and assistance securing employment, among others.	*

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ACAP served FAMILIES in Macwahoc as follows:

	*	Youth age 13 to 18 were assisted to address the harm they caused and repair their relationship with the community through the County Restorative Practice Program.	*
	*	Young adults age 16 to 24 took part in financial literacy classes as part of the Improving Outcomes for Youth Program.	*
	*	Children in preschool through grade 5 received dental sealants at no cost through our oral health program, which operates on-site at all County public elementary schools.	*
	*	Children in preschool through grade 5 were provided clinical assessments, dental cleanings, and other oral health care through our Kids Integrated Dental Services Program.	*
	*	Children ages three and four received comprehensive Head Start services through a licensed ACAP Early Care and Education Center.	*
	*	Children or Moms-to-be participated in ACAP's Early Head Start program that provides comprehensive child development services, prenatally through age three.	*
	*	Children infancy to six years of age enrolled in ACAP's licensed childcare facilities.	*
	*	Children provided with food meeting USDA nutritional guidelines at licensed child care facilities through the Child Care Food Program.	*
	*	Youth engaged in activity to encourage healthy behaviors to reduce childhood obesity.	*

ACAP served ADULTS in Macwahoc as follows:

	*	Individuals were provided assistance to train for future employment through Workforce Innovation Opportunity Act Fund.	*
	*	Adults provided assistance to train for future employment through Workforce Innovation Opportunity Funds after a job loss.	*
	*	Individuals took part in the hoMEworks Homebuyer Education Class.	*
	*	Individuals were provided Homeownership Support counseling because they were at risk of falling behind on their mortgage payments or facing foreclosure	*

Although overall units of service and total dollars invested figures on the front page represent the overall cumulative numbers in your community, this report does not include all of the individual programs ACAP administers that benefit your community.

All of our services are reflected in our 2021 Directory of Services.

Aroostook County Collectively:

	209	Adults received free individualized assistance on all aspects of the Healthcare Marketplace including determining eligibility, comparing options, accessing tax credits and applying for coverage.	\$8,585
	110	Youth Age 12 to 14 were trained to engage their peers in a conversations about the risks associated with tobacco use.	\$200,991
	33	Households provided assistance replacing home heating oil tanks that were considered high risk of discharging oil into the environment.	\$101,847
	46	Children between the ages of 3 and 5 with developmental disabilities were provided specially designed instruction and educational support through ACAP's Early Intervention Services.	\$400,000

Response to the COVID 19 Pandemic:

- Over 100 households with job loss supported through the home energy assistance program.
- 794 payments totaling over \$710,000 made to landlords to ensure renters in Aroostook County remain safely in their home from April 16 to September 30, 2020. There were 430 applications to the COVID-19 Rental Assistance Program. These households all rented a home or apartment in Aroostook County and attested to the inability to pay rent due to a reduction in income due to Covid-19.
- Provision of temporary overflow shelter created with partners at MaineHousing, University of Maine at Presque Isle, Aroostook Emergency Management Association, City of Presque Isle and Homeless Services of Aroostook. Between April 9-June 30, 2020. Individuals were cared for with 557 shelter bed nights and 1630 meals. Fifteen individuals were housed in the Hope and Prosperity Wellness Shelter.
- Utility assistance provided to 196 households through Emergency Food and Shelter CARES Act Funding locally administered by United Way of Aroostook.
- Distribution of dental kits to 4,000 children county wide.
- Guidance on workforce or employment assistance to individuals through almost 400 calls.
- Access to over 100,500 meals prepared and delivered to families with young children throughout Aroostook County.
- Diapers and wipes distributed to 134 households.
- Coaching support made available for existing clients and 172 new clients, many of whom were requesting assistance for the first time.
- WIC benefits provided to 80 new families.
- Garden kits delivered to 250 kids through Snap-Ed and Let's Go Program.

These COVID-19 Pandemic numbers are from March 15 to July 15, 2020, unless otherwise noted.



Aroostook County Action Program

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2020 Report of Services for the Community of Madawaska (Inc. St. David)



By the numbers...

1,263

number of occasions ACAP provided services to
Town Name residents in 2020

\$520,557.95

total invested in supporting individuals and families in **Madawaska (Inc. St. David)** between October 1, 2019 and September 30, 2020

Comprehensive Service Approach

Our entire team is committed to this delivery model ensuring clients are connected to all of the programs and services that they need. ACAP Coaching Services are available to individuals and families. Our coaches work with clients on overcoming challenges and identify pathways to achieving their goals. Coaches work alongside individuals and families offering guidance and support along the way.



Early Care & Education

We provide families with comprehensive and affordable high quality prenatal, infant, toddler and preschool education, and child development programs.



Economic Development

We provide resources to assist individuals and families reach their goals. Our team provides the supports and resources to help achieve economic stability and sustainability.



Energy & Housing

We keep people warm, safe, and dry in their homes with a variety of programs that offer education or assistance in the areas of heating, energy efficiency, home purchase, repair and assistance for those facing foreclosure or eviction.



Prevention & Wellness

We build a stronger, healthier community by partnering with local and statewide organizations to offer prevention services that focus on nutrition, oral health, substance use, tobacco, and obesity.

Aroostook County Action Program, Inc. provides services and resources that help families achieve greater economic independence. As a lead or in partnership with others, ACAP strengthens the community by responding to human need.

ACAP served HOUSEHOLDS in Madawaska (Inc. St. David) as follows:

	243	Households received financial assistance to heat their home through the Home Energy Assistance Program (HEAP).	\$158,763
	3	Households were provided a comprehensive energy audit. The results of which determine energy conservation measures that were completed.	\$17,881.86
	1	Households had repair work completed on their home to ensure they could live safely.	\$7,462.46
	19	Households received assistance for repairing or replacing dangerous or malfunctioning heating systems.	\$50,532.93
	11	Households received financial assistance through the Energy Crisis Intervention Program (ECIP) to obtain emergency fuel delivery or prevent an electrical disconnect	\$3,783.40
	14	Households, otherwise not eligible for support through Federal or State programs, received assistance to get them through emergency with emergent needs including food, shelter, or fuel assistance.	\$3,747.31

ACAP served YOUTH in Madawaska (Inc. St. David) as follows:

	80	Families received education and food vouchers to assist children at nutritional risk, or pregnant or nursing women. The food vouchers are redeemed at local grocery stores for fruits, vegetables, dairy and whole grain products.	\$53,395.73
	15	Youth and Adults were provided education, resources, and evidence-based programming for reducing the use of alcohol, marijuana, and drug use.	\$1,225.35
	9	Moms received Breastfeeding Education and Support to encourage breastfeeding as primary source of infant nutrition.	\$1,928.61
	*	Families were provided education and activities that contribute to obesity prevention and overall health, all to improve the likelihood that families will make healthy food choices and choose physically active lifestyles. <i>(This program is only in Southern Aroostook County, per funding guidelines.)</i>	*
	17	Families were provided comprehensive services (coaching), including personal guidance, support and advocacy, as well as home energy reduction, financial literacy, job training, education and assistance securing employment, among others.	\$9,825.66

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ACAP served FAMILIES in Madawaska (Inc. St. David) as follows:

	*	Youth age 13 to 18 were assisted to address the harm they caused and repair their relationship with the community through the County Restorative Practice Program.	*
	*	Young adults age 16 to 24 took part in financial literacy classes as part of the Improving Outcomes for Youth Program.	*
	140	Children in preschool through grade 5 received dental sealants at no cost through our oral health program, which operates on-site at all County public elementary schools.	\$3,905.12
	51	Children in preschool through grade 5 were provided clinical assessments, dental cleanings, and other oral health care through our Kids Integrated Dental Services Program.	\$2,492.89
	8	Children ages three and four received comprehensive Head Start services through a licensed ACAP Early Care and Education Center.	\$116,195.20
	1	Children or Moms-to-be participated in ACAP's Early Head Start program that provides comprehensive child development services, prenatally through age three.	\$116,195.20
	*	Children infancy to six years of age enrolled in ACAP's licensed childcare facilities.	*
	*	Children provided with food meeting USDA nutritional guidelines at licensed child care facilities through the Child Care Food Program.	*
	618	Youth engaged in activity to encourage healthy behaviors to reduce childhood obesity.	\$5,034.35

ACAP served ADULTS in Madawaska (Inc. St. David) as follows:

	2	Individuals were provided assistance to train for future employment through Workforce Innovation Opportunity Act Fund.	\$4,352.66
	2	Adults provided assistance to train for future employment through Workforce Innovation Opportunity Funds after a job loss.	\$6,513.30
	5	Individuals took part in the hoMEworks Homebuyer Education Class.	\$394.25
	2	Individuals were provided Homeownership Support counseling because they were at risk of falling behind on their mortgage payments or facing foreclosure	\$2,000

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All of our services are reflected in our 2021 Directory of Services.

Aroostook County Collectively:

	209	Adults received free individualized assistance on all aspects of the Healthcare Marketplace including determining eligibility, comparing options, accessing tax credits and applying for coverage.	\$8,585
	110	Youth Age 12 to 14 were trained to engage their peers in a conversations about the risks associated with tobacco use.	\$200,991
	33	Households provided assistance replacing home heating oil tanks that were considered high risk of discharging oil into the environment.	\$101,847
	46	Children between the ages of 3 and 5 with developmental disabilities were provided specially designed instruction and educational support through ACAP's Early Intervention Services.	\$400,000

Response to the COVID 19 Pandemic:

- Over 100 households with job loss supported through the home energy assistance program.
- 794 payments totaling over \$710,000 made to landlords to ensure renters in Aroostook County remain safely in their home from April 16 to September 30, 2020. There were 430 applications to the COVID-19 Rental Assistance Program. These households all rented a home or apartment in Aroostook County and attested to the inability to pay rent due to a reduction in income due to Covid-19.
- Provision of temporary overflow shelter created with partners at MaineHousing, University of Maine at Presque Isle, Aroostook Emergency Management Association, City of Presque Isle and Homeless Services of Aroostook. Between April 9-June 30, 2020. Individuals were cared for with 557 shelter bed nights and 1630 meals. Fifteen individuals were housed in the Hope and Prosperity Wellness Shelter.
- Utility assistance provided to 196 households through Emergency Food and Shelter CARES Act Funding locally administered by United Way of Aroostook.
- Distribution of dental kits to 4,000 children county wide.
- Guidance on workforce or employment assistance to individuals through almost 400 calls.
- Access to over 100,500 meals prepared and delivered to families with young children throughout Aroostook County.
- Diapers and wipes distributed to 134 households.
- Coaching support made available for existing clients and 172 new clients, many of whom were requesting assistance for the first time.
- WIC benefits provided to 80 new families.
- Garden kits delivered to 250 kids through Snap-Ed and Let's Go Program.

These COVID-19 Pandemic numbers are from March 15 to July 15, 2020, unless otherwise noted.



Aroostook County Action Program

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2020 Report of Services for the Community of Mapleton



By the numbers...

664

number of occasions ACAP provided services to
Town Name residents in 2020

\$212,410.86

total invested in supporting individuals and families in **Mapleton** between
October 1, 2019 and September 30, 2020

Comprehensive Service Approach

Our entire team is committed to this delivery model ensuring clients are connected to all of the programs and services that they need. ACAP Coaching Services are available to individuals and families. Our coaches work with clients on overcoming challenges and identify pathways to achieving their goals. Coaches work alongside individuals and families offering guidance and support along the way.



Early Care & Education

We provide families with comprehensive and affordable high quality prenatal, infant, toddler and preschool education, and child development programs.



Economic Development

We provide resources to assist individuals and families reach their goals. Our team provides the supports and resources to help achieve economic stability and sustainability.



Energy & Housing

We keep people warm, safe, and dry in their homes with a variety of programs that offer education or assistance in the areas of heating, energy efficiency, home purchase, repair and assistance for those facing foreclosure or eviction.



Prevention & Wellness

We build a stronger, healthier community by partnering with local and statewide organizations to offer prevention services that focus on nutrition, oral health, substance use, tobacco, and obesity.

Aroostook County Action Program, Inc. provides services and resources that help families achieve greater economic independence. As a lead or in partnership with others, ACAP strengthens the community by responding to human need.

ACAP served HOUSEHOLDS in Mapleton as follows:

	78	Households received financial assistance to heat their home through the Home Energy Assistance Program (HEAP).	\$55,843
	1	Households were provided a comprehensive energy audit. The results of which determine energy conservation measures that were completed.	\$5,660.88
	1	Households had repair work completed on their home to ensure they could live safely.	\$724.43
	5	Households received assistance for repairing or replacing dangerous or malfunctioning heating systems.	\$5,602.44
	12	Households received financial assistance through the Energy Crisis Intervention Program (ECIP) to obtain emergency fuel delivery or prevent an electrical disconnect	\$3,795.22
	5	Households, otherwise not eligible for support through Federal or State programs, received assistance to get them through emergency with emergent needs including food, shelter, or fuel assistance.	\$996.79

ACAP served YOUTH in Mapleton as follows:

	26	Families received education and food vouchers to assist children at nutritional risk, or pregnant or nursing women. The food vouchers are redeemed at local grocery stores for fruits, vegetables, dairy and whole grain products.	\$17,353.61
	1	Youth and Adults were provided education, resources, and evidence-based programming for reducing the use of alcohol, marijuana, and drug use.	\$81.69
	2	Moms received Breastfeeding Education and Support to encourage breastfeeding as primary source of infant nutrition.	\$428.58
	*	Families were provided education and activities that contribute to obesity prevention and overall health, all to improve the likelihood that families will make healthy food choices and choose physically active lifestyles. <i>(This program is only in Southern Aroostook County, per funding guidelines.)</i>	*
	*	Families were provided comprehensive services (coaching), including personal guidance, support and advocacy, as well as home energy reduction, financial literacy, job training, education and assistance securing employment, among others.	*

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ACAP served FAMILIES in Mapleton as follows:

	*	Youth age 13 to 18 were assisted to address the harm they caused and repair their relationship with the community through the County Restorative Practice Program.	*
	4	Young adults age 16 to 24 took part in financial literacy classes as part of the Improving Outcomes for Youth Program.	\$25,383.04
	125	Children in preschool through grade 5 received dental sealants at no cost through our oral health program, which operates on-site at all County public elementary schools.	\$3,486.71
	*	Children in preschool through grade 5 were provided clinical assessments, dental cleanings, and other oral health care through our Kids Integrated Dental Services Program.	*
	2	Children ages three and four received comprehensive Head Start services through a licensed ACAP Early Care and Education Center.	\$29,048.80
	1	Children or Moms-to-be participated in ACAP's Early Head Start program that provides comprehensive child development services, prenatally through age three.	\$29,048.80
	*	Children infancy to six years of age enrolled in ACAP's licensed childcare facilities.	*
	50	Children provided with food meeting USDA nutritional guidelines at licensed child care facilities through the Child Care Food Program.	\$38,806.50
	340	Youth engaged in activity to encourage healthy behaviors to reduce childhood obesity.	\$2,769.71

ACAP served ADULTS in Mapleton as follows:

	*	Individuals were provided assistance to train for future employment through Workforce Innovation Opportunity Act Fund.	*
	*	Adults provided assistance to train for future employment through Workforce Innovation Opportunity Funds after a job loss.	*
	5	Individuals took part in the hoMEworks Homebuyer Education Class.	\$394.25
	2	Individuals were provided Homeownership Support counseling because they were at risk of falling behind on their mortgage payments or facing foreclosure	\$2,000

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All of our services are reflected in our 2021 Directory of Services.

Aroostook County Collectively:

	209	Adults received free individualized assistance on all aspects of the Healthcare Marketplace including determining eligibility, comparing options, accessing tax credits and applying for coverage.	\$8,585
	110	Youth Age 12 to 14 were trained to engage their peers in a conversations about the risks associated with tobacco use.	\$200,991
	33	Households provided assistance replacing home heating oil tanks that were considered high risk of discharging oil into the environment.	\$101,847
	46	Children between the ages of 3 and 5 with developmental disabilities were provided specially designed instruction and educational support through ACAP's Early Intervention Services.	\$400,000

Response to the COVID 19 Pandemic:

- Over 100 households with job loss supported through the home energy assistance program.
- 794 payments totaling over \$710,000 made to landlords to ensure renters in Aroostook County remain safely in their home from April 16 to September 30, 2020. There were 430 applications to the COVID-19 Rental Assistance Program. These households all rented a home or apartment in Aroostook County and attested to the inability to pay rent due to a reduction in income due to Covid-19.
- Provision of temporary overflow shelter created with partners at MaineHousing, University of Maine at Presque Isle, Aroostook Emergency Management Association, City of Presque Isle and Homeless Services of Aroostook. Between April 9-June 30, 2020. Individuals were cared for with 557 shelter bed nights and 1630 meals. Fifteen individuals were housed in the Hope and Prosperity Wellness Shelter.
- Utility assistance provided to 196 households through Emergency Food and Shelter CARES Act Funding locally administered by United Way of Aroostook.
- Distribution of dental kits to 4,000 children county wide.
- Guidance on workforce or employment assistance to individuals through almost 400 calls.
- Access to over 100,500 meals prepared and delivered to families with young children throughout Aroostook County.
- Diapers and wipes distributed to 134 households.
- Coaching support made available for existing clients and 172 new clients, many of whom were requesting assistance for the first time.
- WIC benefits provided to 80 new families.
- Garden kits delivered to 250 kids through Snap-Ed and Let's Go Program.

These COVID-19 Pandemic numbers are from March 15 to July 15, 2020, unless otherwise noted.



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2020 Report of Services for the Community of Mars Hill



By the numbers...

722

number of occasions ACAP provided services to
Town Name residents in 2020

\$170,368.29

total invested in supporting individuals and families in **Mars Hill** between
October 1, 2019 and September 30, 2020

Comprehensive Service Approach

Our entire team is committed to this delivery model ensuring clients are connected to all of the programs and services that they need. ACAP Coaching Services are available to individuals and families. Our coaches work with clients on overcoming challenges and identify pathways to achieving their goals. Coaches work alongside individuals and families offering guidance and support along the way.



Early Care & Education

We provide families with comprehensive and affordable high quality prenatal, infant, toddler and preschool education, and child development programs.



Economic Development

We provide resources to assist individuals and families reach their goals. Our team provides the supports and resources to help achieve economic stability and sustainability.



Energy & Housing

We keep people warm, safe, and dry in their homes with a variety of programs that offer education or assistance in the areas of heating, energy efficiency, home purchase, repair and assistance for those facing foreclosure or eviction.



Prevention & Wellness

We build a stronger, healthier community by partnering with local and statewide organizations to offer prevention services that focus on nutrition, oral health, substance use, tobacco, and obesity.

Aroostook County Action Program, Inc. provides services and resources that help families achieve greater economic independence. As a lead or in partnership with others, ACAP strengthens the community by responding to human need.

ACAP served HOUSEHOLDS in Mars Hill as follows:

	77	Households received financial assistance to heat their home through the Home Energy Assistance Program (HEAP).	\$44,724
	*	Households were provided a comprehensive energy audit. The results of which determine energy conservation measures that where completed.	*
	*	Households had repair work completed on their home to ensure they could live safely.	*
	4	Households received assistance for repairing or replacing dangerous or malfunctioning heating systems.	\$15,123.07
	8	Households received financial assistance through the Energy Crisis Intervention Program (ECIP) to obtain emergency fuel delivery or prevent an electrical disconnect	\$2,874.26
	5	Households, otherwise not eligible for support through Federal or State programs, received assistance to get them through emergency with emergent needs including food, shelter, or fuel assistance.	\$1,361.20

ACAP served YOUTH in Mars Hill as follows:

	27	Families received education and food vouchers to assist children at nutritional risk, or pregnant or nursing women. The food vouchers are redeemed at local grocery stores for fruits, vegetables, dairy and whole grain products.	\$18,021.06
	4	Youth and Adults were provided education, resources, and evidence-based programming for reducing the use of alcohol, marijuana, and drug use.	\$326.76
	1	Moms received Breastfeeding Education and Support to encourage breastfeeding as primary source of infant nutrition.	\$214.29
	*	Families were provided education and activities that contribute to obesity prevention and overall health, all to improve the likelihood that families will make healthy food choices and choose physically active lifestyles. <i>(This program is only in Southern Aroostook County, per funding guidelines.)</i>	*
	5	Families were provided comprehensive services (coaching), including personal guidance, support and advocacy, as well as home energy reduction, financial literacy, job training, education and assistance securing employment, among others.	\$2,889.90

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ACAP served FAMILIES in Mars Hill as follows:

	1	Youth age 13 to 18 were assisted to address the harm they caused and repair their relationship with the community through the County Restorative Practice Program.	\$3,928.57
	*	Young adults age 16 to 24 took part in financial literacy classes as part of the Improving Outcomes for Youth Program.	*
	*	Children in preschool through grade 5 received dental sealants at no cost through our oral health program, which operates on-site at all County public elementary schools.	*
	35	Children in preschool through grade 5 were provided clinical assessments, dental cleanings, and other oral health care through our Kids Integrated Dental Services Program.	\$1,710.81
	1	Children ages three and four received comprehensive Head Start services through a licensed ACAP Early Care and Education Center.	\$14,524
	*	Children or Moms-to-be participated in ACAP's Early Head Start program that provides comprehensive child development services, prenatally through age three.	\$14,524
	4	Children infancy to six years of age enrolled in ACAP's licensed childcare facilities.	\$17,925.95
	26	Children provided with food meeting USDA nutritional guidelines at licensed child care facilities through the Child Care Food Program.	\$20,179.38
	510	Youth engaged in activity to encourage healthy behaviors to reduce childhood obesity.	\$4,154.56

ACAP served ADULTS in Mars Hill as follows:

	3	Individuals were provided assistance to train for future employment through Workforce Innovation Opportunity Act Fund.	\$6,528.99
	*	Adults provided assistance to train for future employment through Workforce Innovation Opportunity Funds after a job loss.	*
	3	Individuals took part in the hoMEworks Homebuyer Education Class.	\$236.55
	*	Individuals were provided Homeownership Support counseling because they were at risk of falling behind on their mortgage payments or facing foreclosure	*

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All of our services are reflected in our 2021 Directory of Services.

Aroostook County Collectively:

	209	Adults received free individualized assistance on all aspects of the Healthcare Marketplace including determining eligibility, comparing options, accessing tax credits and applying for coverage.	\$8,585
	110	Youth Age 12 to 14 were trained to engage their peers in a conversations about the risks associated with tobacco use.	\$200,991
	33	Households provided assistance replacing home heating oil tanks that were considered high risk of discharging oil into the environment.	\$101,847
	46	Children between the ages of 3 and 5 with developmental disabilities were provided specially designed instruction and educational support through ACAP's Early Intervention Services.	\$400,000

Response to the COVID 19 Pandemic:

- Over 100 households with job loss supported through the home energy assistance program.
- 794 payments totaling over \$710,000 made to landlords to ensure renters in Aroostook County remain safely in their home from April 16 to September 30, 2020. There were 430 applications to the COVID-19 Rental Assistance Program. These households all rented a home or apartment in Aroostook County and attested to the inability to pay rent due to a reduction in income due to Covid-19.
- Provision of temporary overflow shelter created with partners at MaineHousing, University of Maine at Presque Isle, Aroostook Emergency Management Association, City of Presque Isle and Homeless Services of Aroostook. Between April 9-June 30, 2020. Individuals were cared for with 557 shelter bed nights and 1630 meals. Fifteen individuals were housed in the Hope and Prosperity Wellness Shelter.
- Utility assistance provided to 196 households through Emergency Food and Shelter CARES Act Funding locally administered by United Way of Aroostook.
- Distribution of dental kits to 4,000 children county wide.
- Guidance on workforce or employment assistance to individuals through almost 400 calls.
- Access to over 100,500 meals prepared and delivered to families with young children throughout Aroostook County.
- Diapers and wipes distributed to 134 households.
- Coaching support made available for existing clients and 172 new clients, many of whom were requesting assistance for the first time.
- WIC benefits provided to 80 new families.
- Garden kits delivered to 250 kids through Snap-Ed and Let's Go Program.

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2020 Report of Services for the Community of Masardis (Inc. Scopan)



By the numbers...

46

number of occasions ACAP provided services to
Town Name residents in 2020

\$23,519.02

total invested in supporting individuals and families in **Masardis (Inc. Scopan)**
between October 1, 2019 and September 30, 2020

Comprehensive Service Approach

Our entire team is committed to this delivery model ensuring clients are connected to all of the programs and services that they need. ACAP Coaching Services are available to individuals and families. Our coaches work with clients on overcoming challenges and identify pathways to achieving their goals. Coaches work alongside individuals and families offering guidance and support along the way.



Early Care & Education

We provide families with comprehensive and affordable high quality prenatal, infant, toddler and preschool education, and child development programs.



Economic Development

We provide resources to assist individuals and families reach their goals. Our team provides the supports and resources to help achieve economic stability and sustainability.



Energy & Housing

We keep people warm, safe, and dry in their homes with a variety of programs that offer education or assistance in the areas of heating, energy efficiency, home purchase, repair and assistance for those facing foreclosure or eviction.



Prevention & Wellness

We build a stronger, healthier community by partnering with local and statewide organizations to offer prevention services that focus on nutrition, oral health, substance use, tobacco, and obesity.

Aroostook County Action Program, Inc. provides services and resources that help families achieve greater economic independence. As a lead or in partnership with others, ACAP strengthens the community by responding to human need.

ACAP served HOUSEHOLDS in Masardis (Inc. Scopan) as follows:

	16	Households received financial assistance to heat their home through the Home Energy Assistance Program (HEAP).	\$12,419
	*	Households were provided a comprehensive energy audit. The results of which determine energy conservation measures that were completed.	*
	*	Households had repair work completed on their home to ensure they could live safely.	*
	*	Households received assistance for repairing or replacing dangerous or malfunctioning heating systems.	*
	3	Households received financial assistance through the Energy Crisis Intervention Program (ECIP) to obtain emergency fuel delivery or prevent an electrical disconnect	\$1,139.40
	3	Households, otherwise not eligible for support through Federal or State programs, received assistance to get them through emergency with emergent needs including food, shelter, or fuel assistance.	\$859.90

ACAP served YOUTH in Masardis (Inc. Scopan) as follows:

	7	Families received education and food vouchers to assist children at nutritional risk, or pregnant or nursing women. The food vouchers are redeemed at local grocery stores for fruits, vegetables, dairy and whole grain products.	\$4,672.13
	*	Youth and Adults were provided education, resources, and evidence-based programming for reducing the use of alcohol, marijuana, and drug use.	*
	1	Moms received Breastfeeding Education and Support to encourage breastfeeding as primary source of infant nutrition.	\$214.29
	*	Families were provided education and activities that contribute to obesity prevention and overall health, all to improve the likelihood that families will make healthy food choices and choose physically active lifestyles. <i>(This program is only in Southern Aroostook County, per funding guidelines.)</i>	*
	*	Families were provided comprehensive services (coaching), including personal guidance, support and advocacy, as well as home energy reduction, financial literacy, job training, education and assistance securing employment, among others.	*

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ACAP served FAMILIES in Masardis (Inc. Scopan) as follows:

	*	Youth age 13 to 18 were assisted to address the harm they caused and repair their relationship with the community through the County Restorative Practice Program.	*
	*	Young adults age 16 to 24 took part in financial literacy classes as part of the Improving Outcomes for Youth Program.	*
	*	Children in preschool through grade 5 received dental sealants at no cost through our oral health program, which operates on-site at all County public elementary schools.	*
	*	Children in preschool through grade 5 were provided clinical assessments, dental cleanings, and other oral health care through our Kids Integrated Dental Services Program.	*
	*	Children ages three and four received comprehensive Head Start services through a licensed ACAP Early Care and Education Center.	*
	*	Children or Moms-to-be participated in ACAP's Early Head Start program that provides comprehensive child development services, prenatally through age three.	*
	*	Children infancy to six years of age enrolled in ACAP's licensed childcare facilities.	*
	*	Children provided with food meeting USDA nutritional guidelines at licensed child care facilities through the Child Care Food Program.	*
	12	Youth engaged in activity to encourage healthy behaviors to reduce childhood obesity.	\$97.75

ACAP served ADULTS in Masardis (Inc. Scopan) as follows:

	*	Individuals were provided assistance to train for future employment through Workforce Innovation Opportunity Act Fund.	*
	1	Adults provided assistance to train for future employment through Workforce Innovation Opportunity Funds after a job loss.	\$3,256.65
	*	Individuals took part in the hoMEworks Homebuyer Education Class.	*
	*	Individuals were provided Homeownership Support counseling because they were at risk of falling behind on their mortgage payments or facing foreclosure	*

Although overall units of service and total dollars invested figures on the front page represent the overall cumulative numbers in your community, this report does not include all of the individual programs ACAP administers that benefit your community.

All of our services are reflected in our 2021 Directory of Services.

Aroostook County Collectively:

	209	Adults received free individualized assistance on all aspects of the Healthcare Marketplace including determining eligibility, comparing options, accessing tax credits and applying for coverage.	\$8,585
	110	Youth Age 12 to 14 were trained to engage their peers in a conversations about the risks associated with tobacco use.	\$200,991
	33	Households provided assistance replacing home heating oil tanks that were considered high risk of discharging oil into the environment.	\$101,847
	46	Children between the ages of 3 and 5 with developmental disabilities were provided specially designed instruction and educational support through ACAP's Early Intervention Services.	\$400,000

Response to the COVID 19 Pandemic:

- Over 100 households with job loss supported through the home energy assistance program.
- 794 payments totaling over \$710,000 made to landlords to ensure renters in Aroostook County remain safely in their home from April 16 to September 30, 2020. There were 430 applications to the COVID-19 Rental Assistance Program. These households all rented a home or apartment in Aroostook County and attested to the inability to pay rent due to a reduction in income due to Covid-19.
- Provision of temporary overflow shelter created with partners at MaineHousing, University of Maine at Presque Isle, Aroostook Emergency Management Association, City of Presque Isle and Homeless Services of Aroostook. Between April 9-June 30, 2020. Individuals were cared for with 557 shelter bed nights and 1630 meals. Fifteen individuals were housed in the Hope and Prosperity Wellness Shelter.
- Utility assistance provided to 196 households through Emergency Food and Shelter CARES Act Funding locally administered by United Way of Aroostook.
- Distribution of dental kits to 4,000 children county wide.
- Guidance on workforce or employment assistance to individuals through almost 400 calls.
- Access to over 100,500 meals prepared and delivered to families with young children throughout Aroostook County.
- Diapers and wipes distributed to 134 households.
- Coaching support made available for existing clients and 172 new clients, many of whom were requesting assistance for the first time.
- WIC benefits provided to 80 new families.
- Garden kits delivered to 250 kids through Snap-Ed and Let's Go Program.

These COVID-19 Pandemic numbers are from March 15 to July 15, 2020, unless otherwise noted.



Aroostook County Action Program

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2020 Report of Services for the Community of Merrill



By the numbers...

29

number of occasions ACAP provided services to
Town Name residents in 2020

\$54,655.08

total invested in supporting individuals and families in **Merrill** between October
1, 2019 and September 30, 2020

Comprehensive Service Approach

Our entire team is committed to this delivery model ensuring clients are connected to all of the programs and services that they need. ACAP Coaching Services are available to individuals and families. Our coaches work with clients on overcoming challenges and identify pathways to achieving their goals. Coaches work alongside individuals and families offering guidance and support along the way.



Early Care & Education

We provide families with comprehensive and affordable high quality prenatal, infant, toddler and preschool education, and child development programs.



Economic Development

We provide resources to assist individuals and families reach their goals. Our team provides the supports and resources to help achieve economic stability and sustainability.



Energy & Housing

We keep people warm, safe, and dry in their homes with a variety of programs that offer education or assistance in the areas of heating, energy efficiency, home purchase, repair and assistance for those facing foreclosure or eviction.



Prevention & Wellness

We build a stronger, healthier community by partnering with local and statewide organizations to offer prevention services that focus on nutrition, oral health, substance use, tobacco, and obesity.

Aroostook County Action Program, Inc. provides services and resources that help families achieve greater economic independence. As a lead or in partnership with others, ACAP strengthens the community by responding to human need.

ACAP served HOUSEHOLDS in Merrill as follows:

	12	Households received financial assistance to heat their home through the Home Energy Assistance Program (HEAP).	\$10,881.71
	1	Households were provided a comprehensive energy audit. The results of which determine energy conservation measures that were completed.	\$7,905.08
	*	Households had repair work completed on their home to ensure they could live safely.	*
	1	Households received assistance for repairing or replacing dangerous or malfunctioning heating systems.	\$307.75
	1	Households received financial assistance through the Energy Crisis Intervention Program (ECIP) to obtain emergency fuel delivery or prevent an electrical disconnect	\$304.90
	2	Households, otherwise not eligible for support through Federal or State programs, received assistance to get them through emergency with emergent needs including food, shelter, or fuel assistance.	\$576.80

ACAP served YOUTH in Merrill as follows:

	5	Families received education and food vouchers to assist children at nutritional risk, or pregnant or nursing women. The food vouchers are redeemed at local grocery stores for fruits, vegetables, dairy and whole grain products.	\$3,337.23
	*	Youth and Adults were provided education, resources, and evidence-based programming for reducing the use of alcohol, marijuana, and drug use.	*
	*	Moms received Breastfeeding Education and Support to encourage breastfeeding as primary source of infant nutrition.	*
	1	Families were provided education and activities that contribute to obesity prevention and overall health, all to improve the likelihood that families will make healthy food choices and choose physically active lifestyles. <i>(This program is only in Southern Aroostook County, per funding guidelines.)</i>	\$163.75
	*	Families were provided comprehensive services (coaching), including personal guidance, support and advocacy, as well as home energy reduction, financial literacy, job training, education and assistance securing employment, among others.	*

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ACAP served FAMILIES in Merrill as follows:

	*	Youth age 13 to 18 were assisted to address the harm they caused and repair their relationship with the community through the County Restorative Practice Program.	*
	*	Young adults age 16 to 24 took part in financial literacy classes as part of the Improving Outcomes for Youth Program.	*
	*	Children in preschool through grade 5 received dental sealants at no cost through our oral health program, which operates on-site at all County public elementary schools.	*
	*	Children in preschool through grade 5 were provided clinical assessments, dental cleanings, and other oral health care through our Kids Integrated Dental Services Program.	*
	2	Children ages three and four received comprehensive Head Start services through a licensed ACAP Early Care and Education Center.	\$29,048.80
	*	Children or Moms-to-be participated in ACAP's Early Head Start program that provides comprehensive child development services, prenatally through age three.	\$29,048.80
	*	Children infancy to six years of age enrolled in ACAP's licensed childcare facilities.	*
	2	Children provided with food meeting USDA nutritional guidelines at licensed child care facilities through the Child Care Food Program.	\$1,552.26
	*	Youth engaged in activity to encourage healthy behaviors to reduce childhood obesity.	*

ACAP served ADULTS in Merrill as follows:

	*	Individuals were provided assistance to train for future employment through Workforce Innovation Opportunity Act Fund.	*
	*	Adults provided assistance to train for future employment through Workforce Innovation Opportunity Funds after a job loss.	*
	*	Individuals took part in the hoMEworks Homebuyer Education Class.	*
	*	Individuals were provided Homeownership Support counseling because they were at risk of falling behind on their mortgage payments or facing foreclosure	*

Although overall units of service and total dollars invested figures on the front page represent the overall cumulative numbers in your community, this report does not include all of the individual programs ACAP administers that benefit your community.

All of our services are reflected in our 2021 Directory of Services.

Aroostook County Collectively:

	209	Adults received free individualized assistance on all aspects of the Healthcare Marketplace including determining eligibility, comparing options, accessing tax credits and applying for coverage.	\$8,585
	110	Youth Age 12 to 14 were trained to engage their peers in a conversations about the risks associated with tobacco use.	\$200,991
	33	Households provided assistance replacing home heating oil tanks that were considered high risk of discharging oil into the environment.	\$101,847
	46	Children between the ages of 3 and 5 with developmental disabilities were provided specially designed instruction and educational support through ACAP's Early Intervention Services.	\$400,000

Response to the COVID 19 Pandemic:

- Over 100 households with job loss supported through the home energy assistance program.
- 794 payments totaling over \$710,000 made to landlords to ensure renters in Aroostook County remain safely in their home from April 16 to September 30, 2020. There were 430 applications to the COVID-19 Rental Assistance Program. These households all rented a home or apartment in Aroostook County and attested to the inability to pay rent due to a reduction in income due to Covid-19.
- Provision of temporary overflow shelter created with partners at MaineHousing, University of Maine at Presque Isle, Aroostook Emergency Management Association, City of Presque Isle and Homeless Services of Aroostook. Between April 9-June 30, 2020. Individuals were cared for with 557 shelter bed nights and 1630 meals. Fifteen individuals were housed in the Hope and Prosperity Wellness Shelter.
- Utility assistance provided to 196 households through Emergency Food and Shelter CARES Act Funding locally administered by United Way of Aroostook.
- Distribution of dental kits to 4,000 children county wide.
- Guidance on workforce or employment assistance to individuals through almost 400 calls.
- Access to over 100,500 meals prepared and delivered to families with young children throughout Aroostook County.
- Diapers and wipes distributed to 134 households.
- Coaching support made available for existing clients and 172 new clients, many of whom were requesting assistance for the first time.
- WIC benefits provided to 80 new families.
- Garden kits delivered to 250 kids through Snap-Ed and Let's Go Program.

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Aroostook County Action Program

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2020 Report of Services for the Community of Monticello



By the numbers...

135

number of occasions ACAP provided services to
Town Name residents in 2020

\$102,530.06

total invested in supporting individuals and families in **Monticello** between
October 1, 2019 and September 30, 2020

Comprehensive Service Approach

Our entire team is committed to this delivery model ensuring clients are connected to all of the programs and services that they need. ACAP Coaching Services are available to individuals and families. Our coaches work with clients on overcoming challenges and identify pathways to achieving their goals. Coaches work alongside individuals and families offering guidance and support along the way.



Early Care & Education

We provide families with comprehensive and affordable high quality prenatal, infant, toddler and preschool education, and child development programs.



Economic Development

We provide resources to assist individuals and families reach their goals. Our team provides the supports and resources to help achieve economic stability and sustainability.



Energy & Housing

We keep people warm, safe, and dry in their homes with a variety of programs that offer education or assistance in the areas of heating, energy efficiency, home purchase, repair and assistance for those facing foreclosure or eviction.



Prevention & Wellness

We build a stronger, healthier community by partnering with local and statewide organizations to offer prevention services that focus on nutrition, oral health, substance use, tobacco, and obesity.

Aroostook County Action Program, Inc. provides services and resources that help families achieve greater economic independence. As a lead or in partnership with others, ACAP strengthens the community by responding to human need.

ACAP served HOUSEHOLDS in Monticello as follows:

	58	Households received financial assistance to heat their home through the Home Energy Assistance Program (HEAP).	\$44,814
	2	Households were provided a comprehensive energy audit. The results of which determine energy conservation measures that were completed.	\$5,964.59
	*	Households had repair work completed on their home to ensure they could live safely.	*
	2	Households received assistance for repairing or replacing dangerous or malfunctioning heating systems.	\$13,054.60
	9	Households received financial assistance through the Energy Crisis Intervention Program (ECIP) to obtain emergency fuel delivery or prevent an electrical disconnect	\$2,955.04
	4	Households, otherwise not eligible for support through Federal or State programs, received assistance to get them through emergency with emergent needs including food, shelter, or fuel assistance.	\$1,143.50

ACAP served YOUTH in Monticello as follows:

	11	Families received education and food vouchers to assist children at nutritional risk, or pregnant or nursing women. The food vouchers are redeemed at local grocery stores for fruits, vegetables, dairy and whole grain products.	\$7,341.91
	*	Youth and Adults were provided education, resources, and evidence-based programming for reducing the use of alcohol, marijuana, and drug use.	*
	1	Moms received Breastfeeding Education and Support to encourage breastfeeding as primary source of infant nutrition.	\$214.29
	4	Families were provided education and activities that contribute to obesity prevention and overall health, all to improve the likelihood that families will make healthy food choices and choose physically active lifestyles. <i>(This program is only in Southern Aroostook County, per funding guidelines.)</i>	\$655.00
	*	Families were provided comprehensive services (coaching), including personal guidance, support and advocacy, as well as home energy reduction, financial literacy, job training, education and assistance securing employment, among others.	*

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ACAP served FAMILIES in Monticello as follows:

	3	Youth age 13 to 18 were assisted to address the harm they caused and repair their relationship with the community through the County Restorative Practice Program.	\$11,785.71
	*	Young adults age 16 to 24 took part in financial literacy classes as part of the Improving Outcomes for Youth Program.	*
	*	Children in preschool through grade 5 received dental sealants at no cost through our oral health program, which operates on-site at all County public elementary schools.	*
	*	Children in preschool through grade 5 were provided clinical assessments, dental cleanings, and other oral health care through our Kids Integrated Dental Services Program.	*
	*	Children ages three and four received comprehensive Head Start services through a licensed ACAP Early Care and Education Center.	*
	*	Children or Moms-to-be participated in ACAP's Early Head Start program that provides comprehensive child development services, prenatally through age three.	*
	*	Children infancy to six years of age enrolled in ACAP's licensed childcare facilities.	*
	4	Children provided with food meeting USDA nutritional guidelines at licensed child care facilities through the Child Care Food Program.	\$3,104.52
	26	Youth engaged in activity to encourage healthy behaviors to reduce childhood obesity.	\$211.80

ACAP served ADULTS in Monticello as follows:

	*	Individuals were provided assistance to train for future employment through Workforce Innovation Opportunity Act Fund.	*
	1	Adults provided assistance to train for future employment through Workforce Innovation Opportunity Funds after a job loss.	\$3,256.65
	4	Individuals took part in the hoMEworks Homebuyer Education Class.	\$315.40
	*	Individuals were provided Homeownership Support counseling because they were at risk of falling behind on their mortgage payments or facing foreclosure	*

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All of our services are reflected in our 2021 Directory of Services.

Aroostook County Collectively:

	209	Adults received free individualized assistance on all aspects of the Healthcare Marketplace including determining eligibility, comparing options, accessing tax credits and applying for coverage.	\$8,585
	110	Youth Age 12 to 14 were trained to engage their peers in a conversations about the risks associated with tobacco use.	\$200,991
	33	Households provided assistance replacing home heating oil tanks that were considered high risk of discharging oil into the environment.	\$101,847
	46	Children between the ages of 3 and 5 with developmental disabilities were provided specially designed instruction and educational support through ACAP's Early Intervention Services.	\$400,000

Response to the COVID 19 Pandemic:

- Over 100 households with job loss supported through the home energy assistance program.
- 794 payments totaling over \$710,000 made to landlords to ensure renters in Aroostook County remain safely in their home from April 16 to September 30, 2020. There were 430 applications to the COVID-19 Rental Assistance Program. These households all rented a home or apartment in Aroostook County and attested to the inability to pay rent due to a reduction in income due to Covid-19.
- Provision of temporary overflow shelter created with partners at MaineHousing, University of Maine at Presque Isle, Aroostook Emergency Management Association, City of Presque Isle and Homeless Services of Aroostook. Between April 9-June 30, 2020. Individuals were cared for with 557 shelter bed nights and 1630 meals. Fifteen individuals were housed in the Hope and Prosperity Wellness Shelter.
- Utility assistance provided to 196 households through Emergency Food and Shelter CARES Act Funding locally administered by United Way of Aroostook.
- Distribution of dental kits to 4,000 children county wide.
- Guidance on workforce or employment assistance to individuals through almost 400 calls.
- Access to over 100,500 meals prepared and delivered to families with young children throughout Aroostook County.
- Diapers and wipes distributed to 134 households.
- Coaching support made available for existing clients and 172 new clients, many of whom were requesting assistance for the first time.
- WIC benefits provided to 80 new families.
- Garden kits delivered to 250 kids through Snap-Ed and Let's Go Program.

These COVID-19 Pandemic numbers are from March 15 to July 15, 2020, unless otherwise noted.



Aroostook County Action Program

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2020 Report of Services for the Community of Moro Plantation (Inc. Mt Chase, Patten)



By the numbers...

31

number of occasions ACAP provided services to
Town Name residents in 2020

\$22,289.03

total invested in supporting individuals and families in **Moro Plantation (Inc. Mt Chase, Patten)** between October 1, 2019 and September 30, 2020

Comprehensive Service Approach

Our entire team is committed to this delivery model ensuring clients are connected to all of the programs and services that they need. ACAP Coaching Services are available to individuals and families. Our coaches work with clients on overcoming challenges and identify pathways to achieving their goals. Coaches work alongside individuals and families offering guidance and support along the way.



Early Care & Education

We provide families with comprehensive and affordable high quality prenatal, infant, toddler and preschool education, and child development programs.



Economic Development

We provide resources to assist individuals and families reach their goals. Our team provides the supports and resources to help achieve economic stability and sustainability.



Energy & Housing

We keep people warm, safe, and dry in their homes with a variety of programs that offer education or assistance in the areas of heating, energy efficiency, home purchase, repair and assistance for those facing foreclosure or eviction.



Prevention & Wellness

We build a stronger, healthier community by partnering with local and statewide organizations to offer prevention services that focus on nutrition, oral health, substance use, tobacco, and obesity.

Aroostook County Action Program, Inc. provides services and resources that help families achieve greater economic independence. As a lead or in partnership with others, ACAP strengthens the community by responding to human need.

ACAP served HOUSEHOLDS in Moro Plantation (Inc. Mt Chase, Patten) as follows:

	2	Households received financial assistance to heat their home through the Home Energy Assistance Program (HEAP).	\$1,672
	*	Households were provided a comprehensive energy audit. The results of which determine energy conservation measures that where completed.	*
	*	Households had repair work completed on their home to ensure they could live safely.	*
	*	Households received assistance for repairing or replacing dangerous or malfunctioning heating systems.	*
	1	Households received financial assistance through the Energy Crisis Intervention Program (ECIP) to obtain emergency fuel delivery or prevent an electrical disconnect	\$363.90
	1	Households, otherwise not eligible for support through Federal or State programs, received assistance to get them through emergency with emergent needs including food, shelter, or fuel assistance.	\$145.56

ACAP served YOUTH in Moro Plantation (Inc. Mt Chase, Patten) as follows:

	2	Families received education and food vouchers to assist children at nutritional risk, or pregnant or nursing women. The food vouchers are redeemed at local grocery stores for fruits, vegetables, dairy and whole grain products.	\$1,334.89
	*	Youth and Adults were provided education, resources, and evidence-based programming for reducing the use of alcohol, marijuana, and drug use.	*
	*	Moms received Breastfeeding Education and Support to encourage breastfeeding as primary source of infant nutrition.	*
	*	Families were provided education and activities that contribute to obesity prevention and overall health, all to improve the likelihood that families will make healthy food choices and choose physically active lifestyles. <i>(This program is only in Southern Aroostook County, per funding guidelines.)</i>	*
	*	Families were provided comprehensive services (coaching), including personal guidance, support and advocacy, as well as home energy reduction, financial literacy, job training, education and assistance securing employment, among others.	*

**In columns throughout this report where no units or service of investment amount is noted, that specific service was not accessed by members of your community in 2020. We have included these in your report to make you aware of these services as you work with individuals and families in your community who may benefit.*

ACAP served FAMILIES in Moro Plantation (Inc. Mt Chase, Patten) as follows:

	*	Youth age 13 to 18 were assisted to address the harm they caused and repair their relationship with the community through the County Restorative Practice Program.	*
	*	Young adults age 16 to 24 took part in financial literacy classes as part of the Improving Outcomes for Youth Program.	*
	*	Children in preschool through grade 5 received dental sealants at no cost through our oral health program, which operates on-site at all County public elementary schools.	*
	*	Children in preschool through grade 5 were provided clinical assessments, dental cleanings, and other oral health care through our Kids Integrated Dental Services Program.	*
	*	Children ages three and four received comprehensive Head Start services through a licensed ACAP Early Care and Education Center.	*
	*	Children or Moms-to-be participated in ACAP's Early Head Start program that provides comprehensive child development services, prenatally through age three.	*
	*	Children infancy to six years of age enrolled in ACAP's licensed childcare facilities.	*
	24	Children provided with food meeting USDA nutritional guidelines at licensed child care facilities through the Child Care Food Program.	\$18,627.12
	*	Youth engaged in activity to encourage healthy behaviors to reduce childhood obesity.	*

ACAP served ADULTS in Moro Plantation (Inc. Mt Chase, Patten) as follows:

	*	Individuals were provided assistance to train for future employment through Workforce Innovation Opportunity Act Fund.	*
	*	Adults provided assistance to train for future employment through Workforce Innovation Opportunity Funds after a job loss.	*
	*	Individuals took part in the hoMEworks Homebuyer Education Class.	*
	*	Individuals were provided Homeownership Support counseling because they were at risk of falling behind on their mortgage payments or facing foreclosure	*

Although overall units of service and total dollars invested figures on the front page represent the overall cumulative numbers in your community, this report does not include all of the individual programs ACAP administers that benefit your community.

All of our services are reflected in our 2021 Directory of Services.

Aroostook County Collectively:

	209	Adults received free individualized assistance on all aspects of the Healthcare Marketplace including determining eligibility, comparing options, accessing tax credits and applying for coverage.	\$8,585
	110	Youth Age 12 to 14 were trained to engage their peers in a conversations about the risks associated with tobacco use.	\$200,991
	33	Households provided assistance replacing home heating oil tanks that were considered high risk of discharging oil into the environment.	\$101,847
	46	Children between the ages of 3 and 5 with developmental disabilities were provided specially designed instruction and educational support through ACAP's Early Intervention Services.	\$400,000

Response to the COVID 19 Pandemic:

- Over 100 households with job loss supported through the home energy assistance program.
- 794 payments totaling over \$710,000 made to landlords to ensure renters in Aroostook County remain safely in their home from April 16 to September 30, 2020. There were 430 applications to the COVID-19 Rental Assistance Program. These households all rented a home or apartment in Aroostook County and attested to the inability to pay rent due to a reduction in income due to Covid-19.
- Provision of temporary overflow shelter created with partners at MaineHousing, University of Maine at Presque Isle, Aroostook Emergency Management Association, City of Presque Isle and Homeless Services of Aroostook. Between April 9-June 30, 2020. Individuals were cared for with 557 shelter bed nights and 1630 meals. Fifteen individuals were housed in the Hope and Prosperity Wellness Shelter.
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- Distribution of dental kits to 4,000 children county wide.
- Guidance on workforce or employment assistance to individuals through almost 400 calls.
- Access to over 100,500 meals prepared and delivered to families with young children throughout Aroostook County.
- Diapers and wipes distributed to 134 households.
- Coaching support made available for existing clients and 172 new clients, many of whom were requesting assistance for the first time.
- WIC benefits provided to 80 new families.
- Garden kits delivered to 250 kids through Snap-Ed and Let's Go Program.

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2020 Report of Services for the Community of Nashville Plantation



By the numbers...

2

number of occasions ACAP provided services to
Town Name residents in 2020

\$1,253

total invested in supporting individuals and families in **Nashville Plantation**
between October 1, 2019 and September 30, 2020

Comprehensive Service Approach

Our entire team is committed to this delivery model ensuring clients are connected to all of the programs and services that they need. ACAP Coaching Services are available to individuals and families. Our coaches work with clients on overcoming challenges and identify pathways to achieving their goals. Coaches work alongside individuals and families offering guidance and support along the way.



Early Care & Education

We provide families with comprehensive and affordable high quality prenatal, infant, toddler and preschool education, and child development programs.



Economic Development

We provide resources to assist individuals and families reach their goals. Our team provides the supports and resources to help achieve economic stability and sustainability.



Energy & Housing

We keep people warm, safe, and dry in their homes with a variety of programs that offer education or assistance in the areas of heating, energy efficiency, home purchase, repair and assistance for those facing foreclosure or eviction.



Prevention & Wellness

We build a stronger, healthier community by partnering with local and statewide organizations to offer prevention services that focus on nutrition, oral health, substance use, tobacco, and obesity.

Aroostook County Action Program, Inc. provides services and resources that help families achieve greater economic independence. As a lead or in partnership with others, ACAP strengthens the community by responding to human need.

ACAP served HOUSEHOLDS in Nashville Plantation as follows:

	2	Households received financial assistance to heat their home through the Home Energy Assistance Program (HEAP).	\$1,253
	*	Households were provided a comprehensive energy audit. The results of which determine energy conservation measures that were completed.	*
	*	Households had repair work completed on their home to ensure they could live safely.	*
	*	Households received assistance for repairing or replacing dangerous or malfunctioning heating systems.	*
	*	Households received financial assistance through the Energy Crisis Intervention Program (ECIP) to obtain emergency fuel delivery or prevent an electrical disconnect	*
	*	Households, otherwise not eligible for support through Federal or State programs, received assistance to get them through emergency with emergent needs including food, shelter, or fuel assistance.	*

ACAP served YOUTH in Nashville Plantation as follows:

	*	Families received education and food vouchers to assist children at nutritional risk, or pregnant or nursing women. The food vouchers are redeemed at local grocery stores for fruits, vegetables, dairy and whole grain products.	*
	*	Youth and Adults were provided education, resources, and evidence-based programming for reducing the use of alcohol, marijuana, and drug use.	*
	*	Moms received Breastfeeding Education and Support to encourage breastfeeding as primary source of infant nutrition.	*
	*	Families were provided education and activities that contribute to obesity prevention and overall health, all to improve the likelihood that families will make healthy food choices and choose physically active lifestyles. <i>(This program is only in Southern Aroostook County, per funding guidelines.)</i>	*
	*	Families were provided comprehensive services (coaching), including personal guidance, support and advocacy, as well as home energy reduction, financial literacy, job training, education and assistance securing employment, among others.	*

**In columns throughout this report where no units or service of investment amount is noted, that specific service was not accessed by members of your community in 2020. We have included these in your report to make you aware of these services as you work with individuals and families in your community who may benefit.*

ACAP served FAMILIES in Nashville Plantation as follows:

	*	Youth age 13 to 18 were assisted to address the harm they caused and repair their relationship with the community through the County Restorative Practice Program.	*
	*	Young adults age 16 to 24 took part in financial literacy classes as part of the Improving Outcomes for Youth Program.	*
	*	Children in preschool through grade 5 received dental sealants at no cost through our oral health program, which operates on-site at all County public elementary schools.	*
	*	Children in preschool through grade 5 were provided clinical assessments, dental cleanings, and other oral health care through our Kids Integrated Dental Services Program.	*
	*	Children ages three and four received comprehensive Head Start services through a licensed ACAP Early Care and Education Center.	*
	*	Children or Moms-to-be participated in ACAP's Early Head Start program that provides comprehensive child development services, prenatally through age three.	*
	*	Children infancy to six years of age enrolled in ACAP's licensed childcare facilities.	*
	*	Children provided with food meeting USDA nutritional guidelines at licensed child care facilities through the Child Care Food Program.	*
	*	Youth engaged in activity to encourage healthy behaviors to reduce childhood obesity.	*

ACAP served ADULTS in Nashville Plantation as follows:

	*	Individuals were provided assistance to train for future employment through Workforce Innovation Opportunity Act Fund.	*
	*	Adults provided assistance to train for future employment through Workforce Innovation Opportunity Funds after a job loss.	*
	*	Individuals took part in the hoMEworks Homebuyer Education Class.	*
	*	Individuals were provided Homeownership Support counseling because they were at risk of falling behind on their mortgage payments or facing foreclosure	*

Although overall units of service and total dollars invested figures on the front page represent the overall cumulative numbers in your community, this report does not include all of the individual programs ACAP administers that benefit your community.

All of our services are reflected in our 2021 Directory of Services.

Aroostook County Collectively:

	209	Adults received free individualized assistance on all aspects of the Healthcare Marketplace including determining eligibility, comparing options, accessing tax credits and applying for coverage.	\$8,585
	110	Youth Age 12 to 14 were trained to engage their peers in a conversations about the risks associated with tobacco use.	\$200,991
	33	Households provided assistance replacing home heating oil tanks that were considered high risk of discharging oil into the environment.	\$101,847
	46	Children between the ages of 3 and 5 with developmental disabilities were provided specially designed instruction and educational support through ACAP's Early Intervention Services.	\$400,000

Response to the COVID 19 Pandemic:

- Over 100 households with job loss supported through the home energy assistance program.
- 794 payments totaling over \$710,000 made to landlords to ensure renters in Aroostook County remain safely in their home from April 16 to September 30, 2020. There were 430 applications to the COVID-19 Rental Assistance Program. These households all rented a home or apartment in Aroostook County and attested to the inability to pay rent due to a reduction in income due to Covid-19.
- Provision of temporary overflow shelter created with partners at MaineHousing, University of Maine at Presque Isle, Aroostook Emergency Management Association, City of Presque Isle and Homeless Services of Aroostook. Between April 9-June 30, 2020. Individuals were cared for with 557 shelter bed nights and 1630 meals. Fifteen individuals were housed in the Hope and Prosperity Wellness Shelter.
- Utility assistance provided to 196 households through Emergency Food and Shelter CARES Act Funding locally administered by United Way of Aroostook.
- Distribution of dental kits to 4,000 children county wide.
- Guidance on workforce or employment assistance to individuals through almost 400 calls.
- Access to over 100,500 meals prepared and delivered to families with young children throughout Aroostook County.
- Diapers and wipes distributed to 134 households.
- Coaching support made available for existing clients and 172 new clients, many of whom were requesting assistance for the first time.
- WIC benefits provided to 80 new families.
- Garden kits delivered to 250 kids through Snap-Ed and Let's Go Program.

These COVID-19 Pandemic numbers are from March 15 to July 15, 2020, unless otherwise noted.



Aroostook County Action Program

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2020 Report of Services for the Community of New Canada (Inc. Daigle)



By the numbers...

35

number of occasions ACAP provided services to
Town Name residents in 2020

\$44,220.99

total invested in supporting individuals and families in **New Canada (Inc. Daigle)** between October 1, 2019 and September 30, 2020

Comprehensive Service Approach

Our entire team is committed to this delivery model ensuring clients are connected to all of the programs and services that they need. ACAP Coaching Services are available to individuals and families. Our coaches work with clients on overcoming challenges and identify pathways to achieving their goals. Coaches work alongside individuals and families offering guidance and support along the way.



Early Care & Education

We provide families with comprehensive and affordable high quality prenatal, infant, toddler and preschool education, and child development programs.



Economic Development

We provide resources to assist individuals and families reach their goals. Our team provides the supports and resources to help achieve economic stability and sustainability.



Energy & Housing

We keep people warm, safe, and dry in their homes with a variety of programs that offer education or assistance in the areas of heating, energy efficiency, home purchase, repair and assistance for those facing foreclosure or eviction.



Prevention & Wellness

We build a stronger, healthier community by partnering with local and statewide organizations to offer prevention services that focus on nutrition, oral health, substance use, tobacco, and obesity.

Aroostook County Action Program, Inc. provides services and resources that help families achieve greater economic independence. As a lead or in partnership with others, ACAP strengthens the community by responding to human need.

ACAP served HOUSEHOLDS in New Canada (Inc. Daigle) as follows:

	16	Households received financial assistance to heat their home through the Home Energy Assistance Program (HEAP).	\$17,061
	1	Households were provided a comprehensive energy audit. The results of which determine energy conservation measures that were completed.	\$3,906.42
	*	Households had repair work completed on their home to ensure they could live safely.	*
	2	Households received assistance for repairing or replacing dangerous or malfunctioning heating systems.	\$401.64
	2	Households received financial assistance through the Energy Crisis Intervention Program (ECIP) to obtain emergency fuel delivery or prevent an electrical disconnect	\$798.67
	2	Households, otherwise not eligible for support through Federal or State programs, received assistance to get them through emergency with emergent needs including food, shelter, or fuel assistance.	\$597.90

ACAP served YOUTH in New Canada (Inc. Daigle) as follows:

	6	Families received education and food vouchers to assist children at nutritional risk, or pregnant or nursing women. The food vouchers are redeemed at local grocery stores for fruits, vegetables, dairy and whole grain products.	\$4,004.68
	*	Youth and Adults were provided education, resources, and evidence-based programming for reducing the use of alcohol, marijuana, and drug use.	*
	*	Moms received Breastfeeding Education and Support to encourage breastfeeding as primary source of infant nutrition.	*
	*	Families were provided education and activities that contribute to obesity prevention and overall health, all to improve the likelihood that families will make healthy food choices and choose physically active lifestyles. <i>(This program is only in Southern Aroostook County, per funding guidelines.)</i>	*
	*	Families were provided comprehensive services (coaching), including personal guidance, support and advocacy, as well as home energy reduction, financial literacy, job training, education and assistance securing employment, among others.	*

**In columns throughout this report where no units or service of investment amount is noted, that specific service was not accessed by members of your community in 2020. We have included these in your report to make you aware of these services as you work with individuals and families in your community who may benefit.*

ACAP served FAMILIES in New Canada (Inc. Daigle) as follows:

	*	Youth age 13 to 18 were assisted to address the harm they caused and repair their relationship with the community through the County Restorative Practice Program.	*
	*	Young adults age 16 to 24 took part in financial literacy classes as part of the Improving Outcomes for Youth Program.	*
	*	Children in preschool through grade 5 received dental sealants at no cost through our oral health program, which operates on-site at all County public elementary schools.	*
	*	Children in preschool through grade 5 were provided clinical assessments, dental cleanings, and other oral health care through our Kids Integrated Dental Services Program.	*
	1	Children ages three and four received comprehensive Head Start services through a licensed ACAP Early Care and Education Center.	\$14,524.40
	*	Children or Moms-to-be participated in ACAP's Early Head Start program that provides comprehensive child development services, prenatally through age three.	\$14,524.40
	*	Children infancy to six years of age enrolled in ACAP's licensed childcare facilities.	*
	3	Children provided with food meeting USDA nutritional guidelines at licensed child care facilities through the Child Care Food Program.	\$2,328.39
	*	Youth engaged in activity to encourage healthy behaviors to reduce childhood obesity.	*

ACAP served ADULTS in New Canada (Inc. Daigle) as follows:

	*	Individuals were provided assistance to train for future employment through Workforce Innovation Opportunity Act Fund.	*
	*	Adults provided assistance to train for future employment through Workforce Innovation Opportunity Funds after a job loss.	*
	*	Individuals took part in the hoMEworks Homebuyer Education Class.	*
	*	Individuals were provided Homeownership Support counseling because they were at risk of falling behind on their mortgage payments or facing foreclosure	*

Although overall units of service and total dollars invested figures on the front page represent the overall cumulative numbers in your community, this report does not include all of the individual programs ACAP administers that benefit your community.

All of our services are reflected in our 2021 Directory of Services.

Aroostook County Collectively:

	209	Adults received free individualized assistance on all aspects of the Healthcare Marketplace including determining eligibility, comparing options, accessing tax credits and applying for coverage.	\$8,585
	110	Youth Age 12 to 14 were trained to engage their peers in a conversations about the risks associated with tobacco use.	\$200,991
	33	Households provided assistance replacing home heating oil tanks that were considered high risk of discharging oil into the environment.	\$101,847
	46	Children between the ages of 3 and 5 with developmental disabilities were provided specially designed instruction and educational support through ACAP's Early Intervention Services.	\$400,000

Response to the COVID 19 Pandemic:

- Over 100 households with job loss supported through the home energy assistance program.
- 794 payments totaling over \$710,000 made to landlords to ensure renters in Aroostook County remain safely in their home from April 16 to September 30, 2020. There were 430 applications to the COVID-19 Rental Assistance Program. These households all rented a home or apartment in Aroostook County and attested to the inability to pay rent due to a reduction in income due to Covid-19.
- Provision of temporary overflow shelter created with partners at MaineHousing, University of Maine at Presque Isle, Aroostook Emergency Management Association, City of Presque Isle and Homeless Services of Aroostook. Between April 9-June 30, 2020. Individuals were cared for with 557 shelter bed nights and 1630 meals. Fifteen individuals were housed in the Hope and Prosperity Wellness Shelter.
- Utility assistance provided to 196 households through Emergency Food and Shelter CARES Act Funding locally administered by United Way of Aroostook.
- Distribution of dental kits to 4,000 children county wide.
- Guidance on workforce or employment assistance to individuals through almost 400 calls.
- Access to over 100,500 meals prepared and delivered to families with young children throughout Aroostook County.
- Diapers and wipes distributed to 134 households.
- Coaching support made available for existing clients and 172 new clients, many of whom were requesting assistance for the first time.
- WIC benefits provided to 80 new families.
- Garden kits delivered to 250 kids through Snap-Ed and Let's Go Program.

These COVID-19 Pandemic numbers are from March 15 to July 15, 2020, unless otherwise noted.



Aroostook County Action Program

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2020 Report of Services for the Community of New Limerick



By the numbers...

46

number of occasions ACAP provided services to
Town Name residents in 2020

\$54,691.10

total invested in supporting individuals and families in **New Limerick** between
October 1, 2019 and September 30, 2020

Comprehensive Service Approach

Our entire team is committed to this delivery model ensuring clients are connected to all of the programs and services that they need. ACAP Coaching Services are available to individuals and families. Our coaches work with clients on overcoming challenges and identify pathways to achieving their goals. Coaches work alongside individuals and families offering guidance and support along the way.



Early Care & Education

We provide families with comprehensive and affordable high quality prenatal, infant, toddler and preschool education, and child development programs.



Economic Development

We provide resources to assist individuals and families reach their goals. Our team provides the supports and resources to help achieve economic stability and sustainability.



Energy & Housing

We keep people warm, safe, and dry in their homes with a variety of programs that offer education or assistance in the areas of heating, energy efficiency, home purchase, repair and assistance for those facing foreclosure or eviction.



Prevention & Wellness

We build a stronger, healthier community by partnering with local and statewide organizations to offer prevention services that focus on nutrition, oral health, substance use, tobacco, and obesity.

Aroostook County Action Program, Inc. provides services and resources that help families achieve greater economic independence. As a lead or in partnership with others, ACAP strengthens the community by responding to human need.

ACAP served HOUSEHOLDS in New Limerick as follows:

	22	Households received financial assistance to heat their home through the Home Energy Assistance Program (HEAP).	\$12,951
	*	Households were provided a comprehensive energy audit. The results of which determine energy conservation measures that were completed.	*
	*	Households had repair work completed on their home to ensure they could live safely.	*
	1	Households received assistance for repairing or replacing dangerous or malfunctioning heating systems.	\$6,540.00
	*	Households received financial assistance through the Energy Crisis Intervention Program (ECIP) to obtain emergency fuel delivery or prevent an electrical disconnect	*
	1	Households, otherwise not eligible for support through Federal or State programs, received assistance to get them through emergency with emergent needs including food, shelter, or fuel assistance.	\$172.20

ACAP served YOUTH in New Limerick as follows:

	8	Families received education and food vouchers to assist children at nutritional risk, or pregnant or nursing women. The food vouchers are redeemed at local grocery stores for fruits, vegetables, dairy and whole grain products.	\$5,339.57
	*	Youth and Adults were provided education, resources, and evidence-based programming for reducing the use of alcohol, marijuana, and drug use.	*
	1	Moms received Breastfeeding Education and Support to encourage breastfeeding as primary source of infant nutrition.	\$214.29
	*	Families were provided education and activities that contribute to obesity prevention and overall health, all to improve the likelihood that families will make healthy food choices and choose physically active lifestyles. <i>(This program is only in Southern Aroostook County, per funding guidelines.)</i>	*
	*	Families were provided comprehensive services (coaching), including personal guidance, support and advocacy, as well as home energy reduction, financial literacy, job training, education and assistance securing employment, among others.	*

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ACAP served FAMILIES in New Limerick as follows:

	*	Youth age 13 to 18 were assisted to address the harm they caused and repair their relationship with the community through the County Restorative Practice Program.	*
	*	Young adults age 16 to 24 took part in financial literacy classes as part of the Improving Outcomes for Youth Program.	*
	*	Children in preschool through grade 5 received dental sealants at no cost through our oral health program, which operates on-site at all County public elementary schools.	*
	*	Children in preschool through grade 5 were provided clinical assessments, dental cleanings, and other oral health care through our Kids Integrated Dental Services Program.	*
	1	Children ages three and four received comprehensive Head Start services through a licensed ACAP Early Care and Education Center.	\$14,524.40
	*	Children or Moms-to-be participated in ACAP's Early Head Start program that provides comprehensive child development services, prenatally through age three.	\$14,524.40
	2	Children infancy to six years of age enrolled in ACAP's licensed childcare facilities.	\$8,962.96
	6	Children provided with food meeting USDA nutritional guidelines at licensed child care facilities through the Child Care Food Program.	\$4,656.78
	*	Youth engaged in activity to encourage healthy behaviors to reduce childhood obesity.	*

ACAP served ADULTS in New Limerick as follows:

	*	Individuals were provided assistance to train for future employment through Workforce Innovation Opportunity Act Fund.	*
	*	Adults provided assistance to train for future employment through Workforce Innovation Opportunity Funds after a job loss.	*
	2	Individuals took part in the hoMEworks Homebuyer Education Class.	\$157.70
	1	Individuals were provided Homeownership Support counseling because they were at risk of falling behind on their mortgage payments or facing foreclosure	\$1,000

Although overall units of service and total dollars invested figures on the front page represent the overall cumulative numbers in your community, this report does not include all of the individual programs ACAP administers that benefit your community.

All of our services are reflected in our 2021 Directory of Services.

Aroostook County Collectively:

	209	Adults received free individualized assistance on all aspects of the Healthcare Marketplace including determining eligibility, comparing options, accessing tax credits and applying for coverage.	\$8,585
	110	Youth Age 12 to 14 were trained to engage their peers in a conversations about the risks associated with tobacco use.	\$200,991
	33	Households provided assistance replacing home heating oil tanks that were considered high risk of discharging oil into the environment.	\$101,847
	46	Children between the ages of 3 and 5 with developmental disabilities were provided specially designed instruction and educational support through ACAP's Early Intervention Services.	\$400,000

Response to the COVID 19 Pandemic:

- Over 100 households with job loss supported through the home energy assistance program.
- 794 payments totaling over \$710,000 made to landlords to ensure renters in Aroostook County remain safely in their home from April 16 to September 30, 2020. There were 430 applications to the COVID-19 Rental Assistance Program. These households all rented a home or apartment in Aroostook County and attested to the inability to pay rent due to a reduction in income due to Covid-19.
- Provision of temporary overflow shelter created with partners at MaineHousing, University of Maine at Presque Isle, Aroostook Emergency Management Association, City of Presque Isle and Homeless Services of Aroostook. Between April 9-June 30, 2020. Individuals were cared for with 557 shelter bed nights and 1630 meals. Fifteen individuals were housed in the Hope and Prosperity Wellness Shelter.
- Utility assistance provided to 196 households through Emergency Food and Shelter CARES Act Funding locally administered by United Way of Aroostook.
- Distribution of dental kits to 4,000 children county wide.
- Guidance on workforce or employment assistance to individuals through almost 400 calls.
- Access to over 100,500 meals prepared and delivered to families with young children throughout Aroostook County.
- Diapers and wipes distributed to 134 households.
- Coaching support made available for existing clients and 172 new clients, many of whom were requesting assistance for the first time.
- WIC benefits provided to 80 new families.
- Garden kits delivered to 250 kids through Snap-Ed and Let's Go Program.

These COVID-19 Pandemic numbers are from March 15 to July 15, 2020, unless otherwise noted.



Aroostook County Action Program

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2020 Report of Services for the Community of New Sweden



By the numbers...

86

number of occasions ACAP provided services to
Town Name residents in 2020

\$136,222.30

total invested in supporting individuals and families in **New Sweden** between
October 1, 2019 and September 30, 2020

Comprehensive Service Approach

Our entire team is committed to this delivery model ensuring clients are connected to all of the programs and services that they need. ACAP Coaching Services are available to individuals and families. Our coaches work with clients on overcoming challenges and identify pathways to achieving their goals. Coaches work alongside individuals and families offering guidance and support along the way.



Early Care & Education

We provide families with comprehensive and affordable high quality prenatal, infant, toddler and preschool education, and child development programs.



Economic Development

We provide resources to assist individuals and families reach their goals. Our team provides the supports and resources to help achieve economic stability and sustainability.



Energy & Housing

We keep people warm, safe, and dry in their homes with a variety of programs that offer education or assistance in the areas of heating, energy efficiency, home purchase, repair and assistance for those facing foreclosure or eviction.



Prevention & Wellness

We build a stronger, healthier community by partnering with local and statewide organizations to offer prevention services that focus on nutrition, oral health, substance use, tobacco, and obesity.

Aroostook County Action Program, Inc. provides services and resources that help families achieve greater economic independence. As a lead or in partnership with others, ACAP strengthens the community by responding to human need.

ACAP served HOUSEHOLDS in New Sweden as follows:

	46	Households received financial assistance to heat their home through the Home Energy Assistance Program (HEAP).	\$33,418
	2	Households were provided a comprehensive energy audit. The results of which determine energy conservation measures that were completed.	\$17,857.03
	1	Households had repair work completed on their home to ensure they could live safely.	\$16,376.21
	2	Households received assistance for repairing or replacing dangerous or malfunctioning heating systems.	\$6,481.29
	2	Households received financial assistance through the Energy Crisis Intervention Program (ECIP) to obtain emergency fuel delivery or prevent an electrical disconnect	\$792.11
	1	Households, otherwise not eligible for support through Federal or State programs, received assistance to get them through emergency with emergent needs including food, shelter, or fuel assistance.	\$253.78

ACAP served YOUTH in New Sweden as follows:

	11	Families received education and food vouchers to assist children at nutritional risk, or pregnant or nursing women. The food vouchers are redeemed at local grocery stores for fruits, vegetables, dairy and whole grain products.	\$7,341.91
	*	Youth and Adults were provided education, resources, and evidence-based programming for reducing the use of alcohol, marijuana, and drug use.	*
	*	Moms received Breastfeeding Education and Support to encourage breastfeeding as primary source of infant nutrition.	*
	*	Families were provided education and activities that contribute to obesity prevention and overall health, all to improve the likelihood that families will make healthy food choices and choose physically active lifestyles. <i>(This program is only in Southern Aroostook County, per funding guidelines.)</i>	*
	*	Families were provided comprehensive services (coaching), including personal guidance, support and advocacy, as well as home energy reduction, financial literacy, job training, education and assistance securing employment, among others.	*

**In columns throughout this report where no units or service of investment amount is noted, that specific service was not accessed by members of your community in 2020. We have included these in your report to make you aware of these services as you work with individuals and families in your community who may benefit.*

ACAP served FAMILIES in New Sweden as follows:

	*	Youth age 13 to 18 were assisted to address the harm they caused and repair their relationship with the community through the County Restorative Practice Program.	*
	*	Young adults age 16 to 24 took part in financial literacy classes as part of the Improving Outcomes for Youth Program.	*
	*	Children in preschool through grade 5 received dental sealants at no cost through our oral health program, which operates on-site at all County public elementary schools.	*
	*	Children in preschool through grade 5 were provided clinical assessments, dental cleanings, and other oral health care through our Kids Integrated Dental Services Program.	*
	1	Children ages three and four received comprehensive Head Start services through a licensed ACAP Early Care and Education Center.	\$14,524.40
	2	Children or Moms-to-be participated in ACAP's Early Head Start program that provides comprehensive child development services, prenatally through age three.	\$14,524.40
	*	Children infancy to six years of age enrolled in ACAP's licensed childcare facilities.	*
	1	Children provided with food meeting USDA nutritional guidelines at licensed child care facilities through the Child Care Food Program.	\$776.13
	12	Youth engaged in activity to encourage healthy behaviors to reduce childhood obesity.	\$97.75

ACAP served ADULTS in New Sweden as follows:

	*	Individuals were provided assistance to train for future employment through Workforce Innovation Opportunity Act Fund.	*
	*	Adults provided assistance to train for future employment through Workforce Innovation Opportunity Funds after a job loss.	*
	1	Individuals took part in the hoMEworks Homebuyer Education Class.	\$78.85
	*	Individuals were provided Homeownership Support counseling because they were at risk of falling behind on their mortgage payments or facing foreclosure	*

Although overall units of service and total dollars invested figures on the front page represent the overall cumulative numbers in your community, this report does not include all of the individual programs ACAP administers that benefit your community.

All of our services are reflected in our 2021 Directory of Services.

Aroostook County Collectively:

	209	Adults received free individualized assistance on all aspects of the Healthcare Marketplace including determining eligibility, comparing options, accessing tax credits and applying for coverage.	\$8,585
	110	Youth Age 12 to 14 were trained to engage their peers in a conversations about the risks associated with tobacco use.	\$200,991
	33	Households provided assistance replacing home heating oil tanks that were considered high risk of discharging oil into the environment.	\$101,847
	46	Children between the ages of 3 and 5 with developmental disabilities were provided specially designed instruction and educational support through ACAP's Early Intervention Services.	\$400,000

Response to the COVID 19 Pandemic:

- Over 100 households with job loss supported through the home energy assistance program.
- 794 payments totaling over \$710,000 made to landlords to ensure renters in Aroostook County remain safely in their home from April 16 to September 30, 2020. There were 430 applications to the COVID-19 Rental Assistance Program. These households all rented a home or apartment in Aroostook County and attested to the inability to pay rent due to a reduction in income due to Covid-19.
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- Distribution of dental kits to 4,000 children county wide.
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- Access to over 100,500 meals prepared and delivered to families with young children throughout Aroostook County.
- Diapers and wipes distributed to 134 households.
- Coaching support made available for existing clients and 172 new clients, many of whom were requesting assistance for the first time.
- WIC benefits provided to 80 new families.
- Garden kits delivered to 250 kids through Snap-Ed and Let's Go Program.

These COVID-19 Pandemic numbers are from March 15 to July 15, 2020, unless otherwise noted.



Aroostook County Action Program

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2020 Report of Services for the Community of Oakfield



By the numbers...

107

number of occasions ACAP provided services to
Town Name residents in 2020

\$103,717.45

total invested in supporting individuals and families in **Oakfield** between
October 1, 2019 and September 30, 2020

Comprehensive Service Approach

Our entire team is committed to this delivery model ensuring clients are connected to all of the programs and services that they need. ACAP Coaching Services are available to individuals and families. Our coaches work with clients on overcoming challenges and identify pathways to achieving their goals. Coaches work alongside individuals and families offering guidance and support along the way.



Early Care & Education

We provide families with comprehensive and affordable high quality prenatal, infant, toddler and preschool education, and child development programs.



Economic Development

We provide resources to assist individuals and families reach their goals. Our team provides the supports and resources to help achieve economic stability and sustainability.



Energy & Housing

We keep people warm, safe, and dry in their homes with a variety of programs that offer education or assistance in the areas of heating, energy efficiency, home purchase, repair and assistance for those facing foreclosure or eviction.



Prevention & Wellness

We build a stronger, healthier community by partnering with local and statewide organizations to offer prevention services that focus on nutrition, oral health, substance use, tobacco, and obesity.

Aroostook County Action Program, Inc. provides services and resources that help families achieve greater economic independence. As a lead or in partnership with others, ACAP strengthens the community by responding to human need.

ACAP served HOUSEHOLDS in Oakfield as follows:

	53	Households received financial assistance to heat their home through the Home Energy Assistance Program (HEAP).	\$37,961
	*	Households were provided a comprehensive energy audit. The results of which determine energy conservation measures that were completed.	*
	1	Households had repair work completed on their home to ensure they could live safely.	\$12,000
	4	Households received assistance for repairing or replacing dangerous or malfunctioning heating systems.	\$9,147.31
	4	Households received financial assistance through the Energy Crisis Intervention Program (ECIP) to obtain emergency fuel delivery or prevent an electrical disconnect	\$1,518.23
	2	Households, otherwise not eligible for support through Federal or State programs, received assistance to get them through emergency with emergent needs including food, shelter, or fuel assistance.	\$568.80

ACAP served YOUTH in Oakfield as follows:

	11	Families received education and food vouchers to assist children at nutritional risk, or pregnant or nursing women. The food vouchers are redeemed at local grocery stores for fruits, vegetables, dairy and whole grain products.	\$7,341.91
	2	Youth and Adults were provided education, resources, and evidence-based programming for reducing the use of alcohol, marijuana, and drug use.	\$163.38
	2	Moms received Breastfeeding Education and Support to encourage breastfeeding as primary source of infant nutrition.	\$428.58
	8	Families were provided education and activities that contribute to obesity prevention and overall health, all to improve the likelihood that families will make healthy food choices and choose physically active lifestyles. <i>(This program is only in Southern Aroostook County, per funding guidelines.)</i>	\$1,310
	*	Families were provided comprehensive services (coaching), including personal guidance, support and advocacy, as well as home energy reduction, financial literacy, job training, education and assistance securing employment, among others.	*

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ACAP served FAMILIES in Oakfield as follows:

	3	Youth age 13 to 18 were assisted to address the harm they caused and repair their relationship with the community through the County Restorative Practice Program.	\$11,785.71
	*	Young adults age 16 to 24 took part in financial literacy classes as part of the Improving Outcomes for Youth Program.	*
	*	Children in preschool through grade 5 received dental sealants at no cost through our oral health program, which operates on-site at all County public elementary schools.	*
	*	Children in preschool through grade 5 were provided clinical assessments, dental cleanings, and other oral health care through our Kids Integrated Dental Services Program.	*
	1	Children ages three and four received comprehensive Head Start services through a licensed ACAP Early Care and Education Center.	\$14,524.40
	*	Children or Moms-to-be participated in ACAP's Early Head Start program that provides comprehensive child development services, prenatally through age three.	\$14,524.40
	*	Children infancy to six years of age enrolled in ACAP's licensed childcare facilities.	*
	8	Children provided with food meeting USDA nutritional guidelines at licensed child care facilities through the Child Care Food Program.	\$6,209.04
	4	Youth engaged in activity to encourage healthy behaviors to reduce childhood obesity.	\$32.58

ACAP served ADULTS in Oakfield as follows:

	*	Individuals were provided assistance to train for future employment through Workforce Innovation Opportunity Act Fund.	*
	*	Adults provided assistance to train for future employment through Workforce Innovation Opportunity Funds after a job loss.	*
	2	Individuals took part in the hoMEworks Homebuyer Education Class.	\$157.70
	*	Individuals were provided Homeownership Support counseling because they were at risk of falling behind on their mortgage payments or facing foreclosure	*

Although overall units of service and total dollars invested figures on the front page represent the overall cumulative numbers in your community, this report does not include all of the individual programs ACAP administers that benefit your community.

All of our services are reflected in our 2021 Directory of Services.

Aroostook County Collectively:

	209	Adults received free individualized assistance on all aspects of the Healthcare Marketplace including determining eligibility, comparing options, accessing tax credits and applying for coverage.	\$8,585
	110	Youth Age 12 to 14 were trained to engage their peers in a conversations about the risks associated with tobacco use.	\$200,991
	33	Households provided assistance replacing home heating oil tanks that were considered high risk of discharging oil into the environment.	\$101,847
	46	Children between the ages of 3 and 5 with developmental disabilities were provided specially designed instruction and educational support through ACAP's Early Intervention Services.	\$400,000

Response to the COVID 19 Pandemic:

- Over 100 households with job loss supported through the home energy assistance program.
- 794 payments totaling over \$710,000 made to landlords to ensure renters in Aroostook County remain safely in their home from April 16 to September 30, 2020. There were 430 applications to the COVID-19 Rental Assistance Program. These households all rented a home or apartment in Aroostook County and attested to the inability to pay rent due to a reduction in income due to Covid-19.
- Provision of temporary overflow shelter created with partners at MaineHousing, University of Maine at Presque Isle, Aroostook Emergency Management Association, City of Presque Isle and Homeless Services of Aroostook. Between April 9-June 30, 2020. Individuals were cared for with 557 shelter bed nights and 1630 meals. Fifteen individuals were housed in the Hope and Prosperity Wellness Shelter.
- Utility assistance provided to 196 households through Emergency Food and Shelter CARES Act Funding locally administered by United Way of Aroostook.
- Distribution of dental kits to 4,000 children county wide.
- Guidance on workforce or employment assistance to individuals through almost 400 calls.
- Access to over 100,500 meals prepared and delivered to families with young children throughout Aroostook County.
- Diapers and wipes distributed to 134 households.
- Coaching support made available for existing clients and 172 new clients, many of whom were requesting assistance for the first time.
- WIC benefits provided to 80 new families.
- Garden kits delivered to 250 kids through Snap-Ed and Let's Go Program.

These COVID-19 Pandemic numbers are from March 15 to July 15, 2020, unless otherwise noted.



Aroostook County Action Program

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2020 Report of Services for the Community of Orient



By the numbers...

32

number of occasions ACAP provided services to
Town Name residents in 2020

\$44,612.82

total invested in supporting individuals and families in **Orient** between October
1, 2019 and September 30, 2020

Comprehensive Service Approach

Our entire team is committed to this delivery model ensuring clients are connected to all of the programs and services that they need. ACAP Coaching Services are available to individuals and families. Our coaches work with clients on overcoming challenges and identify pathways to achieving their goals. Coaches work alongside individuals and families offering guidance and support along the way.



Early Care & Education

We provide families with comprehensive and affordable high quality prenatal, infant, toddler and preschool education, and child development programs.



Economic Development

We provide resources to assist individuals and families reach their goals. Our team provides the supports and resources to help achieve economic stability and sustainability.



Energy & Housing

We keep people warm, safe, and dry in their homes with a variety of programs that offer education or assistance in the areas of heating, energy efficiency, home purchase, repair and assistance for those facing foreclosure or eviction.



Prevention & Wellness

We build a stronger, healthier community by partnering with local and statewide organizations to offer prevention services that focus on nutrition, oral health, substance use, tobacco, and obesity.

Aroostook County Action Program, Inc. provides services and resources that help families achieve greater economic independence. As a lead or in partnership with others, ACAP strengthens the community by responding to human need.

ACAP served HOUSEHOLDS in Orient as follows:

	15	Households received financial assistance to heat their home through the Home Energy Assistance Program (HEAP).	\$13,893
	*	Households were provided a comprehensive energy audit. The results of which determine energy conservation measures that were completed.	*
	1	Households had repair work completed on their home to ensure they could live safely.	\$180
	2	Households received assistance for repairing or replacing dangerous or malfunctioning heating systems.	\$7,657.80
	2	Households received financial assistance through the Energy Crisis Intervention Program (ECIP) to obtain emergency fuel delivery or prevent an electrical disconnect	\$798.35
	*	Households, otherwise not eligible for support through Federal or State programs, received assistance to get them through emergency with emergent needs including food, shelter, or fuel assistance.	*

ACAP served YOUTH in Orient as follows:

	9	Families received education and food vouchers to assist children at nutritional risk, or pregnant or nursing women. The food vouchers are redeemed at local grocery stores for fruits, vegetables, dairy and whole grain products.	\$6,007.02
	*	Youth and Adults were provided education, resources, and evidence-based programming for reducing the use of alcohol, marijuana, and drug use.	*
	*	Moms received Breastfeeding Education and Support to encourage breastfeeding as primary source of infant nutrition.	*
	*	Families were provided education and activities that contribute to obesity prevention and overall health, all to improve the likelihood that families will make healthy food choices and choose physically active lifestyles. <i>(This program is only in Southern Aroostook County, per funding guidelines.)</i>	*
	*	Families were provided comprehensive services (coaching), including personal guidance, support and advocacy, as well as home energy reduction, financial literacy, job training, education and assistance securing employment, among others.	*

**In columns throughout this report where no units or service of investment amount is noted, that specific service was not accessed by members of your community in 2020. We have included these in your report to make you aware of these services as you work with individuals and families in your community who may benefit.*

ACAP served FAMILIES in Orient as follows:

	*	Youth age 13 to 18 were assisted to address the harm they caused and repair their relationship with the community through the County Restorative Practice Program.	*
	*	Young adults age 16 to 24 took part in financial literacy classes as part of the Improving Outcomes for Youth Program.	*
	*	Children in preschool through grade 5 received dental sealants at no cost through our oral health program, which operates on-site at all County public elementary schools.	*
	*	Children in preschool through grade 5 were provided clinical assessments, dental cleanings, and other oral health care through our Kids Integrated Dental Services Program.	*
	1	Children ages three and four received comprehensive Head Start services through a licensed ACAP Early Care and Education Center.	\$14,524.40
	*	Children or Moms-to-be participated in ACAP's Early Head Start program that provides comprehensive child development services, prenatally through age three.	\$14,524.40
	*	Children infancy to six years of age enrolled in ACAP's licensed childcare facilities.	*
	2	Children provided with food meeting USDA nutritional guidelines at licensed child care facilities through the Child Care Food Program.	\$1,552.26
	*	Youth engaged in activity to encourage healthy behaviors to reduce childhood obesity.	*

ACAP served ADULTS in Orient as follows:

	*	Individuals were provided assistance to train for future employment through Workforce Innovation Opportunity Act Fund.	*
	*	Adults provided assistance to train for future employment through Workforce Innovation Opportunity Funds after a job loss.	*
	*	Individuals took part in the hoMEworks Homebuyer Education Class.	*
	*	Individuals were provided Homeownership Support counseling because they were at risk of falling behind on their mortgage payments or facing foreclosure	*

Although overall units of service and total dollars invested figures on the front page represent the overall cumulative numbers in your community, this report does not include all of the individual programs ACAP administers that benefit your community.

All of our services are reflected in our 2021 Directory of Services.

Aroostook County Collectively:

	209	Adults received free individualized assistance on all aspects of the Healthcare Marketplace including determining eligibility, comparing options, accessing tax credits and applying for coverage.	\$8,585
	110	Youth Age 12 to 14 were trained to engage their peers in a conversations about the risks associated with tobacco use.	\$200,991
	33	Households provided assistance replacing home heating oil tanks that were considered high risk of discharging oil into the environment.	\$101,847
	46	Children between the ages of 3 and 5 with developmental disabilities were provided specially designed instruction and educational support through ACAP's Early Intervention Services.	\$400,000

Response to the COVID 19 Pandemic:

- Over 100 households with job loss supported through the home energy assistance program.
- 794 payments totaling over \$710,000 made to landlords to ensure renters in Aroostook County remain safely in their home from April 16 to September 30, 2020. There were 430 applications to the COVID-19 Rental Assistance Program. These households all rented a home or apartment in Aroostook County and attested to the inability to pay rent due to a reduction in income due to Covid-19.
- Provision of temporary overflow shelter created with partners at MaineHousing, University of Maine at Presque Isle, Aroostook Emergency Management Association, City of Presque Isle and Homeless Services of Aroostook. Between April 9-June 30, 2020. Individuals were cared for with 557 shelter bed nights and 1630 meals. Fifteen individuals were housed in the Hope and Prosperity Wellness Shelter.
- Utility assistance provided to 196 households through Emergency Food and Shelter CARES Act Funding locally administered by United Way of Aroostook.
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- Diapers and wipes distributed to 134 households.
- Coaching support made available for existing clients and 172 new clients, many of whom were requesting assistance for the first time.
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- Garden kits delivered to 250 kids through Snap-Ed and Let's Go Program.

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2020 Report of Services for the Community of Oxbow Plantation



By the numbers...

4

number of occasions ACAP provided services to
Town Name residents in 2020

\$2,029.29

total invested in supporting individuals and families in **Oxbow Plantation**
between October 1, 2019 and September 30, 2020

Comprehensive Service Approach

Our entire team is committed to this delivery model ensuring clients are connected to all of the programs and services that they need. ACAP Coaching Services are available to individuals and families. Our coaches work with clients on overcoming challenges and identify pathways to achieving their goals. Coaches work alongside individuals and families offering guidance and support along the way.



Early Care & Education

We provide families with comprehensive and affordable high quality prenatal, infant, toddler and preschool education, and child development programs.



Economic Development

We provide resources to assist individuals and families reach their goals. Our team provides the supports and resources to help achieve economic stability and sustainability.



Energy & Housing

We keep people warm, safe, and dry in their homes with a variety of programs that offer education or assistance in the areas of heating, energy efficiency, home purchase, repair and assistance for those facing foreclosure or eviction.



Prevention & Wellness

We build a stronger, healthier community by partnering with local and statewide organizations to offer prevention services that focus on nutrition, oral health, substance use, tobacco, and obesity.

Aroostook County Action Program, Inc. provides services and resources that help families achieve greater economic independence. As a lead or in partnership with others, ACAP strengthens the community by responding to human need.

ACAP served HOUSEHOLDS in Oxbow Plantation as follows:

	2	Households received financial assistance to heat their home through the Home Energy Assistance Program (HEAP).	\$2,013
	*	Households were provided a comprehensive energy audit. The results of which determine energy conservation measures that were completed.	*
	*	Households had repair work completed on their home to ensure they could live safely.	*
	*	Households received assistance for repairing or replacing dangerous or malfunctioning heating systems.	*
	*	Households received financial assistance through the Energy Crisis Intervention Program (ECIP) to obtain emergency fuel delivery or prevent an electrical disconnect	*
	*	Households, otherwise not eligible for support through Federal or State programs, received assistance to get them through emergency with emergent needs including food, shelter, or fuel assistance.	*

ACAP served YOUTH in Oxbow Plantation as follows:

	*	Families received education and food vouchers to assist children at nutritional risk, or pregnant or nursing women. The food vouchers are redeemed at local grocery stores for fruits, vegetables, dairy and whole grain products.	*
	*	Youth and Adults were provided education, resources, and evidence-based programming for reducing the use of alcohol, marijuana, and drug use.	*
	*	Moms received Breastfeeding Education and Support to encourage breastfeeding as primary source of infant nutrition.	*
	*	Families were provided education and activities that contribute to obesity prevention and overall health, all to improve the likelihood that families will make healthy food choices and choose physically active lifestyles. <i>(This program is only in Southern Aroostook County, per funding guidelines.)</i>	*
	*	Families were provided comprehensive services (coaching), including personal guidance, support and advocacy, as well as home energy reduction, financial literacy, job training, education and assistance securing employment, among others.	*

**In columns throughout this report where no units or service of investment amount is noted, that specific service was not accessed by members of your community in 2020. We have included these in your report to make you aware of these services as you work with individuals and families in your community who may benefit.*

ACAP served FAMILIES in Oxbow Plantation as follows:

	*	Youth age 13 to 18 were assisted to address the harm they caused and repair their relationship with the community through the County Restorative Practice Program.	*
	*	Young adults age 16 to 24 took part in financial literacy classes as part of the Improving Outcomes for Youth Program.	*
	*	Children in preschool through grade 5 received dental sealants at no cost through our oral health program, which operates on-site at all County public elementary schools.	*
	*	Children in preschool through grade 5 were provided clinical assessments, dental cleanings, and other oral health care through our Kids Integrated Dental Services Program.	*
	*	Children ages three and four received comprehensive Head Start services through a licensed ACAP Early Care and Education Center.	*
	*	Children or Moms-to-be participated in ACAP's Early Head Start program that provides comprehensive child development services, prenatally through age three.	*
	*	Children infancy to six years of age enrolled in ACAP's licensed childcare facilities.	*
	*	Children provided with food meeting USDA nutritional guidelines at licensed child care facilities through the Child Care Food Program.	*
	2	Youth engaged in activity to encourage healthy behaviors to reduce childhood obesity.	\$16.29

ACAP served ADULTS in Oxbow Plantation as follows:

	*	Individuals were provided assistance to train for future employment through Workforce Innovation Opportunity Act Fund.	*
	*	Adults provided assistance to train for future employment through Workforce Innovation Opportunity Funds after a job loss.	*
	*	Individuals took part in the hoMEworks Homebuyer Education Class.	*
	*	Individuals were provided Homeownership Support counseling because they were at risk of falling behind on their mortgage payments or facing foreclosure	*

Although overall units of service and total dollars invested figures on the front page represent the overall cumulative numbers in your community, this report does not include all of the individual programs ACAP administers that benefit your community.

All of our services are reflected in our 2021 Directory of Services.

Aroostook County Collectively:

	209	Adults received free individualized assistance on all aspects of the Healthcare Marketplace including determining eligibility, comparing options, accessing tax credits and applying for coverage.	\$8,585
	110	Youth Age 12 to 14 were trained to engage their peers in a conversations about the risks associated with tobacco use.	\$200,991
	33	Households provided assistance replacing home heating oil tanks that were considered high risk of discharging oil into the environment.	\$101,847
	46	Children between the ages of 3 and 5 with developmental disabilities were provided specially designed instruction and educational support through ACAP's Early Intervention Services.	\$400,000

Response to the COVID 19 Pandemic:

- Over 100 households with job loss supported through the home energy assistance program.
- 794 payments totaling over \$710,000 made to landlords to ensure renters in Aroostook County remain safely in their home from April 16 to September 30, 2020. There were 430 applications to the COVID-19 Rental Assistance Program. These households all rented a home or apartment in Aroostook County and attested to the inability to pay rent due to a reduction in income due to Covid-19.
- Provision of temporary overflow shelter created with partners at MaineHousing, University of Maine at Presque Isle, Aroostook Emergency Management Association, City of Presque Isle and Homeless Services of Aroostook. Between April 9-June 30, 2020. Individuals were cared for with 557 shelter bed nights and 1630 meals. Fifteen individuals were housed in the Hope and Prosperity Wellness Shelter.
- Utility assistance provided to 196 households through Emergency Food and Shelter CARES Act Funding locally administered by United Way of Aroostook.
- Distribution of dental kits to 4,000 children county wide.
- Guidance on workforce or employment assistance to individuals through almost 400 calls.
- Access to over 100,500 meals prepared and delivered to families with young children throughout Aroostook County.
- Diapers and wipes distributed to 134 households.
- Coaching support made available for existing clients and 172 new clients, many of whom were requesting assistance for the first time.
- WIC benefits provided to 80 new families.
- Garden kits delivered to 250 kids through Snap-Ed and Let's Go Program.

These COVID-19 Pandemic numbers are from March 15 to July 15, 2020, unless otherwise noted.



Aroostook County Action Program

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2020 Report of Services for the Community of Perham



By the numbers...

57

number of occasions ACAP provided services to
Town Name residents in 2020

\$59,128.70

total invested in supporting individuals and families in **Perham** between
October 1, 2019 and September 30, 2020

Comprehensive Service Approach

Our entire team is committed to this delivery model ensuring clients are connected to all of the programs and services that they need. ACAP Coaching Services are available to individuals and families. Our coaches work with clients on overcoming challenges and identify pathways to achieving their goals. Coaches work alongside individuals and families offering guidance and support along the way.



Early Care & Education

We provide families with comprehensive and affordable high quality prenatal, infant, toddler and preschool education, and child development programs.



Economic Development

We provide resources to assist individuals and families reach their goals. Our team provides the supports and resources to help achieve economic stability and sustainability.



Energy & Housing

We keep people warm, safe, and dry in their homes with a variety of programs that offer education or assistance in the areas of heating, energy efficiency, home purchase, repair and assistance for those facing foreclosure or eviction.



Prevention & Wellness

We build a stronger, healthier community by partnering with local and statewide organizations to offer prevention services that focus on nutrition, oral health, substance use, tobacco, and obesity.

Aroostook County Action Program, Inc. provides services and resources that help families achieve greater economic independence. As a lead or in partnership with others, ACAP strengthens the community by responding to human need.

ACAP served HOUSEHOLDS in Perham as follows:

	23	Households received financial assistance to heat their home through the Home Energy Assistance Program (HEAP).	\$21,230
	1	Households were provided a comprehensive energy audit. The results of which determine energy conservation measures that were completed.	\$4,654.19
	*	Households had repair work completed on their home to ensure they could live safely.	*
	1	Households received assistance for repairing or replacing dangerous or malfunctioning heating systems.	\$9,411
	4	Households received financial assistance through the Energy Crisis Intervention Program (ECIP) to obtain emergency fuel delivery or prevent an electrical disconnect	\$1,482.70
	1	Households, otherwise not eligible for support through Federal or State programs, received assistance to get them through emergency with emergent needs including food, shelter, or fuel assistance.	\$225

ACAP served YOUTH in Perham as follows:

	6	Families received education and food vouchers to assist children at nutritional risk, or pregnant or nursing women. The food vouchers are redeemed at local grocery stores for fruits, vegetables, dairy and whole grain products.	\$4,004.68
	*	Youth and Adults were provided education, resources, and evidence-based programming for reducing the use of alcohol, marijuana, and drug use.	*
	3	Moms received Breastfeeding Education and Support to encourage breastfeeding as primary source of infant nutrition.	\$642.87
	*	Families were provided education and activities that contribute to obesity prevention and overall health, all to improve the likelihood that families will make healthy food choices and choose physically active lifestyles. <i>(This program is only in Southern Aroostook County, per funding guidelines.)</i>	*
	*	Families were provided comprehensive services (coaching), including personal guidance, support and advocacy, as well as home energy reduction, financial literacy, job training, education and assistance securing employment, among others.	*

**In columns throughout this report where no units or service of investment amount is noted, that specific service was not accessed by members of your community in 2020. We have included these in your report to make you aware of these services as you work with individuals and families in your community who may benefit.*

ACAP served FAMILIES in Perham as follows:

	*	Youth age 13 to 18 were assisted to address the harm they caused and repair their relationship with the community through the County Restorative Practice Program.	*
	*	Young adults age 16 to 24 took part in financial literacy classes as part of the Improving Outcomes for Youth Program.	*
	*	Children in preschool through grade 5 received dental sealants at no cost through our oral health program, which operates on-site at all County public elementary schools.	*
	*	Children in preschool through grade 5 were provided clinical assessments, dental cleanings, and other oral health care through our Kids Integrated Dental Services Program.	*
	1	Children ages three and four received comprehensive Head Start services through a licensed ACAP Early Care and Education Center.	\$14,524.40
	*	Children or Moms-to-be participated in ACAP's Early Head Start program that provides comprehensive child development services, prenatally through age three.	\$14,524.40
	*	Children infancy to six years of age enrolled in ACAP's licensed childcare facilities.	*
	2	Children provided with food meeting USDA nutritional guidelines at licensed child care facilities through the Child Care Food Program.	\$1,552.26
	12	Youth engaged in activity to encourage healthy behaviors to reduce childhood obesity.	\$97.75

ACAP served ADULTS in Perham as follows:

	*	Individuals were provided assistance to train for future employment through Workforce Innovation Opportunity Act Fund.	*
	*	Adults provided assistance to train for future employment through Workforce Innovation Opportunity Funds after a job loss.	*
	1	Individuals took part in the hoMEworks Homebuyer Education Class.	\$78.85
	1	Individuals were provided Homeownership Support counseling because they were at risk of falling behind on their mortgage payments or facing foreclosure	\$1,000

Although overall units of service and total dollars invested figures on the front page represent the overall cumulative numbers in your community, this report does not include all of the individual programs ACAP administers that benefit your community.

All of our services are reflected in our 2021 Directory of Services.

Aroostook County Collectively:

	209	Adults received free individualized assistance on all aspects of the Healthcare Marketplace including determining eligibility, comparing options, accessing tax credits and applying for coverage.	\$8,585
	110	Youth Age 12 to 14 were trained to engage their peers in a conversations about the risks associated with tobacco use.	\$200,991
	33	Households provided assistance replacing home heating oil tanks that were considered high risk of discharging oil into the environment.	\$101,847
	46	Children between the ages of 3 and 5 with developmental disabilities were provided specially designed instruction and educational support through ACAP's Early Intervention Services.	\$400,000

Response to the COVID 19 Pandemic:

- Over 100 households with job loss supported through the home energy assistance program.
- 794 payments totaling over \$710,000 made to landlords to ensure renters in Aroostook County remain safely in their home from April 16 to September 30, 2020. There were 430 applications to the COVID-19 Rental Assistance Program. These households all rented a home or apartment in Aroostook County and attested to the inability to pay rent due to a reduction in income due to Covid-19.
- Provision of temporary overflow shelter created with partners at MaineHousing, University of Maine at Presque Isle, Aroostook Emergency Management Association, City of Presque Isle and Homeless Services of Aroostook. Between April 9-June 30, 2020. Individuals were cared for with 557 shelter bed nights and 1630 meals. Fifteen individuals were housed in the Hope and Prosperity Wellness Shelter.
- Utility assistance provided to 196 households through Emergency Food and Shelter CARES Act Funding locally administered by United Way of Aroostook.
- Distribution of dental kits to 4,000 children county wide.
- Guidance on workforce or employment assistance to individuals through almost 400 calls.
- Access to over 100,500 meals prepared and delivered to families with young children throughout Aroostook County.
- Diapers and wipes distributed to 134 households.
- Coaching support made available for existing clients and 172 new clients, many of whom were requesting assistance for the first time.
- WIC benefits provided to 80 new families.
- Garden kits delivered to 250 kids through Snap-Ed and Let's Go Program.

These COVID-19 Pandemic numbers are from March 15 to July 15, 2020, unless otherwise noted.



Aroostook County Action Program

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2020 Report of Services for the Community of Portage



By the numbers...

43

number of occasions ACAP provided services to
Town Name residents in 2020

\$44,700.05

total invested in supporting individuals and families in **Portage** between
October 1, 2019 and September 30, 2020

Comprehensive Service Approach

Our entire team is committed to this delivery model ensuring clients are connected to all of the programs and services that they need. ACAP Coaching Services are available to individuals and families. Our coaches work with clients on overcoming challenges and identify pathways to achieving their goals. Coaches work alongside individuals and families offering guidance and support along the way.



Early Care & Education

We provide families with comprehensive and affordable high quality prenatal, infant, toddler and preschool education, and child development programs.



Economic Development

We provide resources to assist individuals and families reach their goals. Our team provides the supports and resources to help achieve economic stability and sustainability.



Energy & Housing

We keep people warm, safe, and dry in their homes with a variety of programs that offer education or assistance in the areas of heating, energy efficiency, home purchase, repair and assistance for those facing foreclosure or eviction.



Prevention & Wellness

We build a stronger, healthier community by partnering with local and statewide organizations to offer prevention services that focus on nutrition, oral health, substance use, tobacco, and obesity.

Aroostook County Action Program, Inc. provides services and resources that help families achieve greater economic independence. As a lead or in partnership with others, ACAP strengthens the community by responding to human need.

ACAP served HOUSEHOLDS in Portage as follows:

	19	Households received financial assistance to heat their home through the Home Energy Assistance Program (HEAP).	\$17,787
	*	Households were provided a comprehensive energy audit. The results of which determine energy conservation measures that were completed.	*
	1	Households had repair work completed on their home to ensure they could live safely.	\$2,311.69
	4	Households received assistance for repairing or replacing dangerous or malfunctioning heating systems.	\$14,110.20
	2	Households received financial assistance through the Energy Crisis Intervention Program (ECIP) to obtain emergency fuel delivery or prevent an electrical disconnect	\$798.99
	1	Households, otherwise not eligible for support through Federal or State programs, received assistance to get them through emergency with emergent needs including food, shelter, or fuel assistance.	\$332.90

ACAP served YOUTH in Portage as follows:

	1	Families received education and food vouchers to assist children at nutritional risk, or pregnant or nursing women. The food vouchers are redeemed at local grocery stores for fruits, vegetables, dairy and whole grain products.	\$667.45
	*	Youth and Adults were provided education, resources, and evidence-based programming for reducing the use of alcohol, marijuana, and drug use.	*
	*	Moms received Breastfeeding Education and Support to encourage breastfeeding as primary source of infant nutrition.	*
	*	Families were provided education and activities that contribute to obesity prevention and overall health, all to improve the likelihood that families will make healthy food choices and choose physically active lifestyles. <i>(This program is only in Southern Aroostook County, per funding guidelines.)</i>	*
	*	Families were provided comprehensive services (coaching), including personal guidance, support and advocacy, as well as home energy reduction, financial literacy, job training, education and assistance securing employment, among others.	*

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ACAP served FAMILIES in Portage as follows:

	*	Youth age 13 to 18 were assisted to address the harm they caused and repair their relationship with the community through the County Restorative Practice Program.	*
	*	Young adults age 16 to 24 took part in financial literacy classes as part of the Improving Outcomes for Youth Program.	*
	*	Children in preschool through grade 5 received dental sealants at no cost through our oral health program, which operates on-site at all County public elementary schools.	*
	*	Children in preschool through grade 5 were provided clinical assessments, dental cleanings, and other oral health care through our Kids Integrated Dental Services Program.	*
	*	Children ages three and four received comprehensive Head Start services through a licensed ACAP Early Care and Education Center.	*
	*	Children or Moms-to-be participated in ACAP's Early Head Start program that provides comprehensive child development services, prenatally through age three.	*
	*	Children infancy to six years of age enrolled in ACAP's licensed childcare facilities.	*
	7	Children provided with food meeting USDA nutritional guidelines at licensed child care facilities through the Child Care Food Program.	\$5,432.91
	2	Youth engaged in activity to encourage healthy behaviors to reduce childhood obesity.	\$16.29

ACAP served ADULTS in Portage as follows:

	*	Individuals were provided assistance to train for future employment through Workforce Innovation Opportunity Act Fund.	*
	*	Adults provided assistance to train for future employment through Workforce Innovation Opportunity Funds after a job loss.	*
	4	Individuals took part in the hoMEworks Homebuyer Education Class.	\$315.40
	*	Individuals were provided Homeownership Support counseling because they were at risk of falling behind on their mortgage payments or facing foreclosure	*

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All of our services are reflected in our 2021 Directory of Services.

Aroostook County Collectively:

	209	Adults received free individualized assistance on all aspects of the Healthcare Marketplace including determining eligibility, comparing options, accessing tax credits and applying for coverage.	\$8,585
	110	Youth Age 12 to 14 were trained to engage their peers in a conversations about the risks associated with tobacco use.	\$200,991
	33	Households provided assistance replacing home heating oil tanks that were considered high risk of discharging oil into the environment.	\$101,847
	46	Children between the ages of 3 and 5 with developmental disabilities were provided specially designed instruction and educational support through ACAP's Early Intervention Services.	\$400,000

Response to the COVID 19 Pandemic:

- Over 100 households with job loss supported through the home energy assistance program.
- 794 payments totaling over \$710,000 made to landlords to ensure renters in Aroostook County remain safely in their home from April 16 to September 30, 2020. There were 430 applications to the COVID-19 Rental Assistance Program. These households all rented a home or apartment in Aroostook County and attested to the inability to pay rent due to a reduction in income due to Covid-19.
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- Guidance on workforce or employment assistance to individuals through almost 400 calls.
- Access to over 100,500 meals prepared and delivered to families with young children throughout Aroostook County.
- Diapers and wipes distributed to 134 households.
- Coaching support made available for existing clients and 172 new clients, many of whom were requesting assistance for the first time.
- WIC benefits provided to 80 new families.
- Garden kits delivered to 250 kids through Snap-Ed and Let's Go Program.

These COVID-19 Pandemic numbers are from March 15 to July 15, 2020, unless otherwise noted.



Aroostook County Action Program

771 Main St. Presque Isle, Maine 04769
 207.764.3721
info@acap-me.org
www.acap-me.org



2020 Report of Services for the Community of Presque Isle



By the numbers...

4,654

number of occasions ACAP provided services to
Town Name residents in 2020

\$2,710,016.08

total invested in supporting individuals and families in **Presque Isle** between
October 1, 2019 and September 30, 2020

Comprehensive Service Approach

Our entire team is committed to this delivery model ensuring clients are connected to all of the programs and services that they need. ACAP Coaching Services are available to individuals and families. Our coaches work with clients on overcoming challenges and identify pathways to achieving their goals. Coaches work alongside individuals and families offering guidance and support along the way.



Early Care & Education

We provide families with comprehensive and affordable high quality prenatal, infant, toddler and preschool education, and child development programs.



Economic Development

We provide resources to assist individuals and families reach their goals. Our team provides the supports and resources to help achieve economic stability and sustainability.



Energy & Housing

We keep people warm, safe, and dry in their homes with a variety of programs that offer education or assistance in the areas of heating, energy efficiency, home purchase, repair and assistance for those facing foreclosure or eviction.



Prevention & Wellness

We build a stronger, healthier community by partnering with local and statewide organizations to offer prevention services that focus on nutrition, oral health, substance use, tobacco, and obesity.

Aroostook County Action Program, Inc. provides services and resources that help families achieve greater economic independence. As a lead or in partnership with others, ACAP strengthens the community by responding to human need.

ACAP served HOUSEHOLDS in Presque Isle as follows:

	447	Households received financial assistance to heat their home through the Home Energy Assistance Program (HEAP).	\$232,196
	9	Households were provided a comprehensive energy audit. The results of which determine energy conservation measures that were completed.	\$51,618.12
	6	Households had repair work completed on their home to ensure they could live safely.	\$92,201.50
	45	Households received assistance for repairing or replacing dangerous or malfunctioning heating systems.	\$122,623.06
	32	Households received financial assistance through the Energy Crisis Intervention Program (ECIP) to obtain emergency fuel delivery or prevent an electrical disconnect	\$10,868.57
	49	Households, otherwise not eligible for support through Federal or State programs, received assistance to get them through emergency with emergent needs including food, shelter, or fuel assistance.	\$9,689.19

ACAP served YOUTH in Presque Isle as follows:

	308	Families received education and food vouchers to assist children at nutritional risk, or pregnant or nursing women. The food vouchers are redeemed at local grocery stores for fruits, vegetables, dairy and whole grain products.	\$205,573.56
	669	Youth and Adults were provided education, resources, and evidence-based programming for reducing the use of alcohol, marijuana, and drug use.	\$54,650.61
	22	Moms received Breastfeeding Education and Support to encourage breastfeeding as primary source of infant nutrition.	\$4,714.38
	*	Families were provided education and activities that contribute to obesity prevention and overall health, all to improve the likelihood that families will make healthy food choices and choose physically active lifestyles. <i>(This program is only in Southern Aroostook County, per funding guidelines.)</i>	*
	98	Families were provided comprehensive services (coaching), including personal guidance, support and advocacy, as well as home energy reduction, financial literacy, job training, education and assistance securing employment, among others.	\$56,642.04

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ACAP served FAMILIES in Presque Isle as follows:

	3	Youth age 13 to 18 were assisted to address the harm they caused and repair their relationship with the community through the County Restorative Practice Program.	\$11,785.71
	21	Young adults age 16 to 24 took part in financial literacy classes as part of the Improving Outcomes for Youth Program.	\$133,260.91
	200	Children in preschool through grade 5 received dental sealants at no cost through our oral health program, which operates on-site at all County public elementary schools.	\$5,578.74
	72	Children in preschool through grade 5 were provided clinical assessments, dental cleanings, and other oral health care through our Kids Integrated Dental Services Program.	\$3,519.38
	46	Children ages three and four received comprehensive Head Start services through a licensed ACAP Early Care and Education Center.	\$668,122.40
	30	Children or Moms-to-be participated in ACAP's Early Head Start program that provides comprehensive child development services, prenatally through age three.	\$668,122.40
	31	Children infancy to six years of age enrolled in ACAP's licensed childcare facilities.	\$138,925.88
	102	Children provided with food meeting USDA nutritional guidelines at licensed child care facilities through the Child Care Food Program.	\$79,165.26
	2,287	Youth engaged in activity to encourage healthy behaviors to reduce childhood obesity.	\$18,630.36

ACAP served ADULTS in Presque Isle as follows:

	29	Individuals were provided assistance to train for future employment through Workforce Innovation Opportunity Act Fund.	\$63,113.57
	4	Adults provided assistance to train for future employment through Workforce Innovation Opportunity Funds after a job loss.	\$13,026.60
	41	Individuals took part in the hoMEworks Homebuyer Education Class.	\$3,232.85
	9	Individuals were provided Homeownership Support counseling because they were at risk of falling behind on their mortgage payments or facing foreclosure	\$9,000

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All of our services are reflected in our 2021 Directory of Services.

Aroostook County Collectively:

	209	Adults received free individualized assistance on all aspects of the Healthcare Marketplace including determining eligibility, comparing options, accessing tax credits and applying for coverage.	\$8,585
	110	Youth Age 12 to 14 were trained to engage their peers in a conversations about the risks associated with tobacco use.	\$200,991
	33	Households provided assistance replacing home heating oil tanks that were considered high risk of discharging oil into the environment.	\$101,847
	46	Children between the ages of 3 and 5 with developmental disabilities were provided specially designed instruction and educational support through ACAP's Early Intervention Services.	\$400,000

Response to the COVID 19 Pandemic:

- Over 100 households with job loss supported through the home energy assistance program.
- 794 payments totaling over \$710,000 made to landlords to ensure renters in Aroostook County remain safely in their home from April 16 to September 30, 2020. There were 430 applications to the COVID-19 Rental Assistance Program. These households all rented a home or apartment in Aroostook County and attested to the inability to pay rent due to a reduction in income due to Covid-19.
- Provision of temporary overflow shelter created with partners at MaineHousing, University of Maine at Presque Isle, Aroostook Emergency Management Association, City of Presque Isle and Homeless Services of Aroostook. Between April 9-June 30, 2020. Individuals were cared for with 557 shelter bed nights and 1630 meals. Fifteen individuals were housed in the Hope and Prosperity Wellness Shelter.
- Utility assistance provided to 196 households through Emergency Food and Shelter CARES Act Funding locally administered by United Way of Aroostook.
- Distribution of dental kits to 4,000 children county wide.
- Guidance on workforce or employment assistance to individuals through almost 400 calls.
- Access to over 100,500 meals prepared and delivered to families with young children throughout Aroostook County.
- Diapers and wipes distributed to 134 households.
- Coaching support made available for existing clients and 172 new clients, many of whom were requesting assistance for the first time.
- WIC benefits provided to 80 new families.
- Garden kits delivered to 250 kids through Snap-Ed and Let's Go Program.

These COVID-19 Pandemic numbers are from March 15 to July 15, 2020, unless otherwise noted.



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2020 Report of Services for the Community of Reed Plantation



By the numbers...

21

number of occasions ACAP provided services to
Town Name residents in 2020

\$20,089.04

total invested in supporting individuals and families in **Reed Plantation**
between October 1, 2019 and September 30, 2020

Comprehensive Service Approach

Our entire team is committed to this delivery model ensuring clients are connected to all of the programs and services that they need. ACAP Coaching Services are available to individuals and families. Our coaches work with clients on overcoming challenges and identify pathways to achieving their goals. Coaches work alongside individuals and families offering guidance and support along the way.



Early Care & Education

We provide families with comprehensive and affordable high quality prenatal, infant, toddler and preschool education, and child development programs.



Economic Development

We provide resources to assist individuals and families reach their goals. Our team provides the supports and resources to help achieve economic stability and sustainability.



Energy & Housing

We keep people warm, safe, and dry in their homes with a variety of programs that offer education or assistance in the areas of heating, energy efficiency, home purchase, repair and assistance for those facing foreclosure or eviction.



Prevention & Wellness

We build a stronger, healthier community by partnering with local and statewide organizations to offer prevention services that focus on nutrition, oral health, substance use, tobacco, and obesity.

Aroostook County Action Program, Inc. provides services and resources that help families achieve greater economic independence. As a lead or in partnership with others, ACAP strengthens the community by responding to human need.

ACAP served HOUSEHOLDS in Reed Plantation as follows:

	15	Households received financial assistance to heat their home through the Home Energy Assistance Program (HEAP).	\$13,409
	1	Households were provided a comprehensive energy audit. The results of which determine energy conservation measures that were completed.	\$4,828.04
	*	Households had repair work completed on their home to ensure they could live safely.	*
	1	Households received assistance for repairing or replacing dangerous or malfunctioning heating systems.	\$343.00
	4	Households received financial assistance through the Energy Crisis Intervention Program (ECIP) to obtain emergency fuel delivery or prevent an electrical disconnect	\$1,509.00
	*	Households, otherwise not eligible for support through Federal or State programs, received assistance to get them through emergency with emergent needs including food, shelter, or fuel assistance.	*

ACAP served YOUTH in Reed Plantation as follows:

	*	Families received education and food vouchers to assist children at nutritional risk, or pregnant or nursing women. The food vouchers are redeemed at local grocery stores for fruits, vegetables, dairy and whole grain products.	*
	*	Youth and Adults were provided education, resources, and evidence-based programming for reducing the use of alcohol, marijuana, and drug use.	*
	*	Moms received Breastfeeding Education and Support to encourage breastfeeding as primary source of infant nutrition.	*
	*	Families were provided education and activities that contribute to obesity prevention and overall health, all to improve the likelihood that families will make healthy food choices and choose physically active lifestyles. <i>(This program is only in Southern Aroostook County, per funding guidelines.)</i>	*
	*	Families were provided comprehensive services (coaching), including personal guidance, support and advocacy, as well as home energy reduction, financial literacy, job training, education and assistance securing employment, among others.	*

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ACAP served FAMILIES in Reed Plantation as follows:

	*	Youth age 13 to 18 were assisted to address the harm they caused and repair their relationship with the community through the County Restorative Practice Program.	*
	*	Young adults age 16 to 24 took part in financial literacy classes as part of the Improving Outcomes for Youth Program.	*
	*	Children in preschool through grade 5 received dental sealants at no cost through our oral health program, which operates on-site at all County public elementary schools.	*
	*	Children in preschool through grade 5 were provided clinical assessments, dental cleanings, and other oral health care through our Kids Integrated Dental Services Program.	*
	*	Children ages three and four received comprehensive Head Start services through a licensed ACAP Early Care and Education Center.	*
	*	Children or Moms-to-be participated in ACAP's Early Head Start program that provides comprehensive child development services, prenatally through age three.	*
	*	Children infancy to six years of age enrolled in ACAP's licensed childcare facilities.	*
	*	Children provided with food meeting USDA nutritional guidelines at licensed child care facilities through the Child Care Food Program.	*
	*	Youth engaged in activity to encourage healthy behaviors to reduce childhood obesity.	*

ACAP served ADULTS in Reed Plantation as follows:

	*	Individuals were provided assistance to train for future employment through Workforce Innovation Opportunity Act Fund.	*
	*	Adults provided assistance to train for future employment through Workforce Innovation Opportunity Funds after a job loss.	*
	*	Individuals took part in the hoMEworks Homebuyer Education Class.	*
	*	Individuals were provided Homeownership Support counseling because they were at risk of falling behind on their mortgage payments or facing foreclosure	*

Although overall units of service and total dollars invested figures on the front page represent the overall cumulative numbers in your community, this report does not include all of the individual programs ACAP administers that benefit your community.

All of our services are reflected in our 2021 Directory of Services.

Aroostook County Collectively:

	209	Adults received free individualized assistance on all aspects of the Healthcare Marketplace including determining eligibility, comparing options, accessing tax credits and applying for coverage.	\$8,585
	110	Youth Age 12 to 14 were trained to engage their peers in a conversations about the risks associated with tobacco use.	\$200,991
	33	Households provided assistance replacing home heating oil tanks that were considered high risk of discharging oil into the environment.	\$101,847
	46	Children between the ages of 3 and 5 with developmental disabilities were provided specially designed instruction and educational support through ACAP's Early Intervention Services.	\$400,000

Response to the COVID 19 Pandemic:

- Over 100 households with job loss supported through the home energy assistance program.
- 794 payments totaling over \$710,000 made to landlords to ensure renters in Aroostook County remain safely in their home from April 16 to September 30, 2020. There were 430 applications to the COVID-19 Rental Assistance Program. These households all rented a home or apartment in Aroostook County and attested to the inability to pay rent due to a reduction in income due to Covid-19.
- Provision of temporary overflow shelter created with partners at MaineHousing, University of Maine at Presque Isle, Aroostook Emergency Management Association, City of Presque Isle and Homeless Services of Aroostook. Between April 9-June 30, 2020. Individuals were cared for with 557 shelter bed nights and 1630 meals. Fifteen individuals were housed in the Hope and Prosperity Wellness Shelter.
- Utility assistance provided to 196 households through Emergency Food and Shelter CARES Act Funding locally administered by United Way of Aroostook.
- Distribution of dental kits to 4,000 children county wide.
- Guidance on workforce or employment assistance to individuals through almost 400 calls.
- Access to over 100,500 meals prepared and delivered to families with young children throughout Aroostook County.
- Diapers and wipes distributed to 134 households.
- Coaching support made available for existing clients and 172 new clients, many of whom were requesting assistance for the first time.
- WIC benefits provided to 80 new families.
- Garden kits delivered to 250 kids through Snap-Ed and Let's Go Program.

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2020 Report of Services for the Community of St. Agatha



By the numbers...

132

number of occasions ACAP provided services to
Town Name residents in 2020

\$87,369.97

total invested in supporting individuals and families in **St. Agatha** between
October 1, 2019 and September 30, 2020

Comprehensive Service Approach

Our entire team is committed to this delivery model ensuring clients are connected to all of the programs and services that they need. ACAP Coaching Services are available to individuals and families. Our coaches work with clients on overcoming challenges and identify pathways to achieving their goals. Coaches work alongside individuals and families offering guidance and support along the way.



Early Care & Education

We provide families with comprehensive and affordable high quality prenatal, infant, toddler and preschool education, and child development programs.



Economic Development

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Energy & Housing

We keep people warm, safe, and dry in their homes with a variety of programs that offer education or assistance in the areas of heating, energy efficiency, home purchase, repair and assistance for those facing foreclosure or eviction.



Prevention & Wellness

We build a stronger, healthier community by partnering with local and statewide organizations to offer prevention services that focus on nutrition, oral health, substance use, tobacco, and obesity.

Aroostook County Action Program, Inc. provides services and resources that help families achieve greater economic independence. As a lead or in partnership with others, ACAP strengthens the community by responding to human need.

ACAP served HOUSEHOLDS in St. Agatha as follows:

	57	Households received financial assistance to heat their home through the Home Energy Assistance Program (HEAP).	\$29,236
	1	Households were provided a comprehensive energy audit. The results of which determine energy conservation measures that were completed.	\$12,453.40
	1	Households had repair work completed on their home to ensure they could live safely.	\$4,746.00
	3	Households received assistance for repairing or replacing dangerous or malfunctioning heating systems.	\$13,001.50
	2	Households received financial assistance through the Energy Crisis Intervention Program (ECIP) to obtain emergency fuel delivery or prevent an electrical disconnect	\$784.77
	2	Households, otherwise not eligible for support through Federal or State programs, received assistance to get them through emergency with emergent needs including food, shelter, or fuel assistance.	\$574.80

ACAP served YOUTH in St. Agatha as follows:

	16	Families received education and food vouchers to assist children at nutritional risk, or pregnant or nursing women. The food vouchers are redeemed at local grocery stores for fruits, vegetables, dairy and whole grain products.	\$10,679.15
	*	Youth and Adults were provided education, resources, and evidence-based programming for reducing the use of alcohol, marijuana, and drug use.	*
	2	Moms received Breastfeeding Education and Support to encourage breastfeeding as primary source of infant nutrition.	\$428.58
	*	Families were provided education and activities that contribute to obesity prevention and overall health, all to improve the likelihood that families will make healthy food choices and choose physically active lifestyles. <i>(This program is only in Southern Aroostook County, per funding guidelines.)</i>	*
	*	Families were provided comprehensive services (coaching), including personal guidance, support and advocacy, as well as home energy reduction, financial literacy, job training, education and assistance securing employment, among others.	*

**In columns throughout this report where no units or service of investment amount is noted, that specific service was not accessed by members of your community in 2020. We have included these in your report to make you aware of these services as you work with individuals and families in your community who may benefit.*

ACAP served FAMILIES in St. Agatha as follows:

	*	Youth age 13 to 18 were assisted to address the harm they caused and repair their relationship with the community through the County Restorative Practice Program.	*
	*	Young adults age 16 to 24 took part in financial literacy classes as part of the Improving Outcomes for Youth Program.	*
	*	Children in preschool through grade 5 received dental sealants at no cost through our oral health program, which operates on-site at all County public elementary schools.	*
	*	Children in preschool through grade 5 were provided clinical assessments, dental cleanings, and other oral health care through our Kids Integrated Dental Services Program.	*
	1	Children ages three and four received comprehensive Head Start services through a licensed ACAP Early Care and Education Center.	\$14,524.40
	*	Children or Moms-to-be participated in ACAP's Early Head Start program that provides comprehensive child development services, prenatally through age three.	\$14,524.40
	*	Children infancy to six years of age enrolled in ACAP's licensed childcare facilities.	*
	*	Children provided with food meeting USDA nutritional guidelines at licensed child care facilities through the Child Care Food Program.	*
	45	Youth engaged in activity to encourage healthy behaviors to reduce childhood obesity.	\$366.58

ACAP served ADULTS in St. Agatha as follows:

	*	Individuals were provided assistance to train for future employment through Workforce Innovation Opportunity Act Fund.	*
	*	Adults provided assistance to train for future employment through Workforce Innovation Opportunity Funds after a job loss.	*
	*	Individuals took part in the hoMEworks Homebuyer Education Class.	*
	*	Individuals were provided Homeownership Support counseling because they were at risk of falling behind on their mortgage payments or facing foreclosure	*

Although overall units of service and total dollars invested figures on the front page represent the overall cumulative numbers in your community, this report does not include all of the individual programs ACAP administers that benefit your community.

All of our services are reflected in our 2021 Directory of Services.

Aroostook County Collectively:

	209	Adults received free individualized assistance on all aspects of the Healthcare Marketplace including determining eligibility, comparing options, accessing tax credits and applying for coverage.	\$8,585
	110	Youth Age 12 to 14 were trained to engage their peers in a conversations about the risks associated with tobacco use.	\$200,991
	33	Households provided assistance replacing home heating oil tanks that were considered high risk of discharging oil into the environment.	\$101,847
	46	Children between the ages of 3 and 5 with developmental disabilities were provided specially designed instruction and educational support through ACAP's Early Intervention Services.	\$400,000

Response to the COVID 19 Pandemic:

- Over 100 households with job loss supported through the home energy assistance program.
- 794 payments totaling over \$710,000 made to landlords to ensure renters in Aroostook County remain safely in their home from April 16 to September 30, 2020. There were 430 applications to the COVID-19 Rental Assistance Program. These households all rented a home or apartment in Aroostook County and attested to the inability to pay rent due to a reduction in income due to Covid-19.
- Provision of temporary overflow shelter created with partners at MaineHousing, University of Maine at Presque Isle, Aroostook Emergency Management Association, City of Presque Isle and Homeless Services of Aroostook. Between April 9-June 30, 2020. Individuals were cared for with 557 shelter bed nights and 1630 meals. Fifteen individuals were housed in the Hope and Prosperity Wellness Shelter.
- Utility assistance provided to 196 households through Emergency Food and Shelter CARES Act Funding locally administered by United Way of Aroostook.
- Distribution of dental kits to 4,000 children county wide.
- Guidance on workforce or employment assistance to individuals through almost 400 calls.
- Access to over 100,500 meals prepared and delivered to families with young children throughout Aroostook County.
- Diapers and wipes distributed to 134 households.
- Coaching support made available for existing clients and 172 new clients, many of whom were requesting assistance for the first time.
- WIC benefits provided to 80 new families.
- Garden kits delivered to 250 kids through Snap-Ed and Let's Go Program.

These COVID-19 Pandemic numbers are from March 15 to July 15, 2020, unless otherwise noted.



Aroostook County Action Program

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2020 Report of Services for the Community of St. Francis



By the numbers...

95

number of occasions ACAP provided services to
Town Name residents in 2020

\$161,836.27

total invested in supporting individuals and families in **St. Francis** between
October 1, 2019 and September 30, 2020

Comprehensive Service Approach

Our entire team is committed to this delivery model ensuring clients are connected to all of the programs and services that they need. ACAP Coaching Services are available to individuals and families. Our coaches work with clients on overcoming challenges and identify pathways to achieving their goals. Coaches work alongside individuals and families offering guidance and support along the way.



Early Care & Education

We provide families with comprehensive and affordable high quality prenatal, infant, toddler and preschool education, and child development programs.



Economic Development

We provide resources to assist individuals and families reach their goals. Our team provides the supports and resources to help achieve economic stability and sustainability.



Energy & Housing

We keep people warm, safe, and dry in their homes with a variety of programs that offer education or assistance in the areas of heating, energy efficiency, home purchase, repair and assistance for those facing foreclosure or eviction.



Prevention & Wellness

We build a stronger, healthier community by partnering with local and statewide organizations to offer prevention services that focus on nutrition, oral health, substance use, tobacco, and obesity.

Aroostook County Action Program, Inc. provides services and resources that help families achieve greater economic independence. As a lead or in partnership with others, ACAP strengthens the community by responding to human need.

ACAP served HOUSEHOLDS in St. Francis as follows:

	63	Households received financial assistance to heat their home through the Home Energy Assistance Program (HEAP).	\$72,323.80
	*	Households were provided a comprehensive energy audit. The results of which determine energy conservation measures that where completed.	*
	*	Households had repair work completed on their home to ensure they could live safely.	*
	2	Households received assistance for repairing or replacing dangerous or malfunctioning heating systems.	\$5,226.46
	6	Households received financial assistance through the Energy Crisis Intervention Program (ECIP) to obtain emergency fuel delivery or prevent an electrical disconnect	\$1,957.16
	3	Households, otherwise not eligible for support through Federal or State programs, received assistance to get them through emergency with emergent needs including food, shelter, or fuel assistance.	\$852.70

ACAP served YOUTH in St. Francis as follows:

	8	Families received education and food vouchers to assist children at nutritional risk, or pregnant or nursing women. The food vouchers are redeemed at local grocery stores for fruits, vegetables, dairy and whole grain products.	\$5,339.57
	*	Youth and Adults were provided education, resources, and evidence-based programming for reducing the use of alcohol, marijuana, and drug use.	*
	*	Moms received Breastfeeding Education and Support to encourage breastfeeding as primary source of infant nutrition.	*
	*	Families were provided education and activities that contribute to obesity prevention and overall health, all to improve the likelihood that families will make healthy food choices and choose physically active lifestyles. <i>(This program is only in Southern Aroostook County, per funding guidelines.)</i>	*
	*	Families were provided comprehensive services (coaching), including personal guidance, support and advocacy, as well as home energy reduction, financial literacy, job training, education and assistance securing employment, among others.	*

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ACAP served FAMILIES in St. Francis as follows:

	*	Youth age 13 to 18 were assisted to address the harm they caused and repair their relationship with the community through the County Restorative Practice Program.	*
	*	Young adults age 16 to 24 took part in financial literacy classes as part of the Improving Outcomes for Youth Program.	*
	*	Children in preschool through grade 5 received dental sealants at no cost through our oral health program, which operates on-site at all County public elementary schools.	*
	*	Children in preschool through grade 5 were provided clinical assessments, dental cleanings, and other oral health care through our Kids Integrated Dental Services Program.	*
	4	Children ages three and four received comprehensive Head Start services through a licensed ACAP Early Care and Education Center.	\$58,097.60
	1	Children or Moms-to-be participated in ACAP's Early Head Start program that provides comprehensive child development services, prenatally through age three.	\$58,097.60
	*	Children infancy to six years of age enrolled in ACAP's licensed childcare facilities.	*
	4	Children provided with food meeting USDA nutritional guidelines at licensed child care facilities through the Child Care Food Program.	\$3,104.52
	*	Youth engaged in activity to encourage healthy behaviors to reduce childhood obesity.	*

ACAP served ADULTS in St. Francis as follows:

	1	Individuals were provided assistance to train for future employment through Workforce Innovation Opportunity Act Fund.	\$2,176.33
	*	Adults provided assistance to train for future employment through Workforce Innovation Opportunity Funds after a job loss.	*
	*	Individuals took part in the hoMEworks Homebuyer Education Class.	*
	*	Individuals were provided Homeownership Support counseling because they were at risk of falling behind on their mortgage payments or facing foreclosure	*

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Aroostook County Collectively:

	209	Adults received free individualized assistance on all aspects of the Healthcare Marketplace including determining eligibility, comparing options, accessing tax credits and applying for coverage.	\$8,585
	110	Youth Age 12 to 14 were trained to engage their peers in a conversations about the risks associated with tobacco use.	\$200,991
	33	Households provided assistance replacing home heating oil tanks that were considered high risk of discharging oil into the environment.	\$101,847
	46	Children between the ages of 3 and 5 with developmental disabilities were provided specially designed instruction and educational support through ACAP's Early Intervention Services.	\$400,000

Response to the COVID 19 Pandemic:

- Over 100 households with job loss supported through the home energy assistance program.
- 794 payments totaling over \$710,000 made to landlords to ensure renters in Aroostook County remain safely in their home from April 16 to September 30, 2020. There were 430 applications to the COVID-19 Rental Assistance Program. These households all rented a home or apartment in Aroostook County and attested to the inability to pay rent due to a reduction in income due to Covid-19.
- Provision of temporary overflow shelter created with partners at MaineHousing, University of Maine at Presque Isle, Aroostook Emergency Management Association, City of Presque Isle and Homeless Services of Aroostook. Between April 9-June 30, 2020. Individuals were cared for with 557 shelter bed nights and 1630 meals. Fifteen individuals were housed in the Hope and Prosperity Wellness Shelter.
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By the numbers...

43

number of occasions ACAP provided services to
Town Name residents in 2020

\$35,058.18

total invested in supporting individuals and families in **St. John** between
October 1, 2019 and September 30, 2020

Comprehensive Service Approach

Our entire team is committed to this delivery model ensuring clients are connected to all of the programs and services that they need. ACAP Coaching Services are available to individuals and families. Our coaches work with clients on overcoming challenges and identify pathways to achieving their goals. Coaches work alongside individuals and families offering guidance and support along the way.



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We keep people warm, safe, and dry in their homes with a variety of programs that offer education or assistance in the areas of heating, energy efficiency, home purchase, repair and assistance for those facing foreclosure or eviction.



Prevention & Wellness

We build a stronger, healthier community by partnering with local and statewide organizations to offer prevention services that focus on nutrition, oral health, substance use, tobacco, and obesity.

ACAP served HOUSEHOLDS in St. John as follows:

	26	Households received financial assistance to heat their home through the Home Energy Assistance Program (HEAP).	\$20,615.97
	*	Households were provided a comprehensive energy audit. The results of which determine energy conservation measures that were completed.	*
	*	Households had repair work completed on their home to ensure they could live safely.	*
	1	Households received assistance for repairing or replacing dangerous or malfunctioning heating systems.	\$3,040.00
	*	Households received financial assistance through the Energy Crisis Intervention Program (ECIP) to obtain emergency fuel delivery or prevent an electrical disconnect	*
	1	Households, otherwise not eligible for support through Federal or State programs, received assistance to get them through emergency with emergent needs including food, shelter, or fuel assistance.	\$229.41

ACAP served YOUTH in St. John as follows:

	7	Families received education and food vouchers to assist children at nutritional risk, or pregnant or nursing women. The food vouchers are redeemed at local grocery stores for fruits, vegetables, dairy and whole grain products.	\$4,672.13
	*	Youth and Adults were provided education, resources, and evidence-based programming for reducing the use of alcohol, marijuana, and drug use.	*
	1	Moms received Breastfeeding Education and Support to encourage breastfeeding as primary source of infant nutrition.	\$214.29
	*	Families were provided education and activities that contribute to obesity prevention and overall health, all to improve the likelihood that families will make healthy food choices and choose physically active lifestyles. <i>(This program is only in Southern Aroostook County, per funding guidelines.)</i>	*
	*	Families were provided comprehensive services (coaching), including personal guidance, support and advocacy, as well as home energy reduction, financial literacy, job training, education and assistance securing employment, among others.	*

**In columns throughout this report where no units or service of investment amount is noted, that specific service was not accessed by members of your community in 2020. We have included these in your report to make you aware of these services as you work with individuals and families in your community who may benefit.*

ACAP served FAMILIES in St. John as follows:

	*	Youth age 13 to 18 were assisted to address the harm they caused and repair their relationship with the community through the County Restorative Practice Program.	*
	*	Young adults age 16 to 24 took part in financial literacy classes as part of the Improving Outcomes for Youth Program.	*
	*	Children in preschool through grade 5 received dental sealants at no cost through our oral health program, which operates on-site at all County public elementary schools.	*
	*	Children in preschool through grade 5 were provided clinical assessments, dental cleanings, and other oral health care through our Kids Integrated Dental Services Program.	*
	*	Children ages three and four received comprehensive Head Start services through a licensed ACAP Early Care and Education Center.	*
	*	Children or Moms-to-be participated in ACAP's Early Head Start program that provides comprehensive child development services, prenatally through age three.	*
	*	Children infancy to six years of age enrolled in ACAP's licensed childcare facilities.	*
	5	Children provided with food meeting USDA nutritional guidelines at licensed child care facilities through the Child Care Food Program.	\$3,880.65
	*	Youth engaged in activity to encourage healthy behaviors to reduce childhood obesity.	*

ACAP served ADULTS in St. John as follows:

	1	Individuals were provided assistance to train for future employment through Workforce Innovation Opportunity Act Fund.	\$2,176.33
	*	Adults provided assistance to train for future employment through Workforce Innovation Opportunity Funds after a job loss.	*
	*	Individuals took part in the hoMEworks Homebuyer Education Class.	*
	*	Individuals were provided Homeownership Support counseling because they were at risk of falling behind on their mortgage payments or facing foreclosure	*

Although overall units of service and total dollars invested figures on the front page represent the overall cumulative numbers in your community, this report does not include all of the individual programs ACAP administers that benefit your community.

All of our services are reflected in our 2021 Directory of Services.

Aroostook County Collectively:

	209	Adults received free individualized assistance on all aspects of the Healthcare Marketplace including determining eligibility, comparing options, accessing tax credits and applying for coverage.	\$8,585
	110	Youth Age 12 to 14 were trained to engage their peers in a conversations about the risks associated with tobacco use.	\$200,991
	33	Households provided assistance replacing home heating oil tanks that were considered high risk of discharging oil into the environment.	\$101,847
	46	Children between the ages of 3 and 5 with developmental disabilities were provided specially designed instruction and educational support through ACAP's Early Intervention Services.	\$400,000

Response to the COVID 19 Pandemic:

- Over 100 households with job loss supported through the home energy assistance program.
- 794 payments totaling over \$710,000 made to landlords to ensure renters in Aroostook County remain safely in their home from April 16 to September 30, 2020. There were 430 applications to the COVID-19 Rental Assistance Program. These households all rented a home or apartment in Aroostook County and attested to the inability to pay rent due to a reduction in income due to Covid-19.
- Provision of temporary overflow shelter created with partners at MaineHousing, University of Maine at Presque Isle, Aroostook Emergency Management Association, City of Presque Isle and Homeless Services of Aroostook. Between April 9-June 30, 2020. Individuals were cared for with 557 shelter bed nights and 1630 meals. Fifteen individuals were housed in the Hope and Prosperity Wellness Shelter.
- Utility assistance provided to 196 households through Emergency Food and Shelter CARES Act Funding locally administered by United Way of Aroostook.
- Distribution of dental kits to 4,000 children county wide.
- Guidance on workforce or employment assistance to individuals through almost 400 calls.
- Access to over 100,500 meals prepared and delivered to families with young children throughout Aroostook County.
- Diapers and wipes distributed to 134 households.
- Coaching support made available for existing clients and 172 new clients, many of whom were requesting assistance for the first time.
- WIC benefits provided to 80 new families.
- Garden kits delivered to 250 kids through Snap-Ed and Let's Go Program.

These COVID-19 Pandemic numbers are from March 15 to July 15, 2020, unless otherwise noted.



Aroostook County Action Program

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2020 Report of Services for the Community of Sherman (Sherman Mills/Silver Ridge/Sherman Stn)



By the numbers...

115

number of occasions ACAP provided services to
Town Name residents in 2020

\$114,552.44

total invested in supporting individuals and families in **Sherman (Sherman Mills/Silver Ridge/Sherman Stn)** between October 1, 2019 and September 30, 2020

Comprehensive Service Approach

Our entire team is committed to this delivery model ensuring clients are connected to all of the programs and services that they need. ACAP Coaching Services are available to individuals and families. Our coaches work with clients on overcoming challenges and identify pathways to achieving their goals. Coaches work alongside individuals and families offering guidance and support along the way.



Early Care & Education

We provide families with comprehensive and affordable high quality prenatal, infant, toddler and preschool education, and child development programs.



Economic Development

We provide resources to assist individuals and families reach their goals. Our team provides the supports and resources to help achieve economic stability and sustainability.



Energy & Housing

We keep people warm, safe, and dry in their homes with a variety of programs that offer education or assistance in the areas of heating, energy efficiency, home purchase, repair and assistance for those facing foreclosure or eviction.



Prevention & Wellness

We build a stronger, healthier community by partnering with local and statewide organizations to offer prevention services that focus on nutrition, oral health, substance use, tobacco, and obesity.

Aroostook County Action Program, Inc. provides services and resources that help families achieve greater economic independence. As a lead or in partnership with others, ACAP strengthens the community by responding to human need.

ACAP served HOUSEHOLDS in Sherman (Sherman Mills/Silver Ridge/Sherman Stn) as follows:

	57	Households received financial assistance to heat their home through the Home Energy Assistance Program (HEAP).	\$47,355
	*	Households were provided a comprehensive energy audit. The results of which determine energy conservation measures that were completed.	*
	2	Households had repair work completed on their home to ensure they could live safely.	\$15,653.20
	1	Households received assistance for repairing or replacing dangerous or malfunctioning heating systems.	\$6,070.00
	2	Households received financial assistance through the Energy Crisis Intervention Program (ECIP) to obtain emergency fuel delivery or prevent an electrical disconnect	\$703.13
	2	Households, otherwise not eligible for support through Federal or State programs, received assistance to get them through emergency with emergent needs including food, shelter, or fuel assistance.	\$395.99

ACAP served YOUTH in Sherman (Sherman Mills/Silver Ridge/Sherman Stn) as follows:

	26	Families received education and food vouchers to assist children at nutritional risk, or pregnant or nursing women. The food vouchers are redeemed at local grocery stores for fruits, vegetables, dairy and whole grain products.	\$17,353.61
	*	Youth and Adults were provided education, resources, and evidence-based programming for reducing the use of alcohol, marijuana, and drug use.	*
	2	Moms received Breastfeeding Education and Support to encourage breastfeeding as primary source of infant nutrition.	\$428.58
	*	Families were provided education and activities that contribute to obesity prevention and overall health, all to improve the likelihood that families will make healthy food choices and choose physically active lifestyles. <i>(This program is only in Southern Aroostook County, per funding guidelines.)</i>	*
	*	Families were provided comprehensive services (coaching), including personal guidance, support and advocacy, as well as home energy reduction, financial literacy, job training, education and assistance securing employment, among others.	*

**In columns throughout this report where no units or service of investment amount is noted, that specific service was not accessed by members of your community in 2020. We have included these in your report to make you aware of these services as you work with individuals and families in your community who may benefit.*

ACAP served FAMILIES in Sherman (Sherman Mills/Silver Ridge/Sherman Stn) as follows:

	*	Youth age 13 to 18 were assisted to address the harm they caused and repair their relationship with the community through the County Restorative Practice Program.	*
	*	Young adults age 16 to 24 took part in financial literacy classes as part of the Improving Outcomes for Youth Program.	*
	*	Children in preschool through grade 5 received dental sealants at no cost through our oral health program, which operates on-site at all County public elementary schools.	*
	*	Children in preschool through grade 5 were provided clinical assessments, dental cleanings, and other oral health care through our Kids Integrated Dental Services Program.	*
	1	Children ages three and four received comprehensive Head Start services through a licensed ACAP Early Care and Education Center.	\$14,524.40
	*	Children or Moms-to-be participated in ACAP's Early Head Start program that provides comprehensive child development services, prenatally through age three.	\$14,524.40
	*	Children infancy to six years of age enrolled in ACAP's licensed childcare facilities.	*
	9	Children provided with food meeting USDA nutritional guidelines at licensed child care facilities through the Child Care Food Program.	\$6,985.17
	10	Youth engaged in activity to encourage healthy behaviors to reduce childhood obesity.	\$81.46

ACAP served ADULTS in Sherman (Sherman Mills/Silver Ridge/Sherman Stn) as follows:

	*	Individuals were provided assistance to train for future employment through Workforce Innovation Opportunity Act Fund.	*
	*	Adults provided assistance to train for future employment through Workforce Innovation Opportunity Funds after a job loss.	*
	*	Individuals took part in the hoMEworks Homebuyer Education Class.	*
	1	Individuals were provided Homeownership Support counseling because they were at risk of falling behind on their mortgage payments or facing foreclosure	\$1,000.00

Although overall units of service and total dollars invested figures on the front page represent the overall cumulative numbers in your community, this report does not include all of the individual programs ACAP administers that benefit your community.

All of our services are reflected in our 2021 Directory of Services.

Aroostook County Collectively:

	209	Adults received free individualized assistance on all aspects of the Healthcare Marketplace including determining eligibility, comparing options, accessing tax credits and applying for coverage.	\$8,585
	110	Youth Age 12 to 14 were trained to engage their peers in a conversations about the risks associated with tobacco use.	\$200,991
	33	Households provided assistance replacing home heating oil tanks that were considered high risk of discharging oil into the environment.	\$101,847
	46	Children between the ages of 3 and 5 with developmental disabilities were provided specially designed instruction and educational support through ACAP's Early Intervention Services.	\$400,000

Response to the COVID 19 Pandemic:

- Over 100 households with job loss supported through the home energy assistance program.
- 794 payments totaling over \$710,000 made to landlords to ensure renters in Aroostook County remain safely in their home from April 16 to September 30, 2020. There were 430 applications to the COVID-19 Rental Assistance Program. These households all rented a home or apartment in Aroostook County and attested to the inability to pay rent due to a reduction in income due to Covid-19.
- Provision of temporary overflow shelter created with partners at MaineHousing, University of Maine at Presque Isle, Aroostook Emergency Management Association, City of Presque Isle and Homeless Services of Aroostook. Between April 9-June 30, 2020. Individuals were cared for with 557 shelter bed nights and 1630 meals. Fifteen individuals were housed in the Hope and Prosperity Wellness Shelter.
- Utility assistance provided to 196 households through Emergency Food and Shelter CARES Act Funding locally administered by United Way of Aroostook.
- Distribution of dental kits to 4,000 children county wide.
- Guidance on workforce or employment assistance to individuals through almost 400 calls.
- Access to over 100,500 meals prepared and delivered to families with young children throughout Aroostook County.
- Diapers and wipes distributed to 134 households.
- Coaching support made available for existing clients and 172 new clients, many of whom were requesting assistance for the first time.
- WIC benefits provided to 80 new families.
- Garden kits delivered to 250 kids through Snap-Ed and Let's Go Program.

These COVID-19 Pandemic numbers are from March 15 to July 15, 2020, unless otherwise noted.



Aroostook County Action Program

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2020 Report of Services for the Community of Sinclair



By the numbers...

45

number of occasions ACAP provided services to
Town Name residents in 2020

\$81,300.43

total invested in supporting individuals and families in **Sinclair** between
October 1, 2019 and September 30, 2020

Comprehensive Service Approach

Our entire team is committed to this delivery model ensuring clients are connected to all of the programs and services that they need. ACAP Coaching Services are available to individuals and families. Our coaches work with clients on overcoming challenges and identify pathways to achieving their goals. Coaches work alongside individuals and families offering guidance and support along the way.



Early Care & Education

We provide families with comprehensive and affordable high quality prenatal, infant, toddler and preschool education, and child development programs.



Economic Development

We provide resources to assist individuals and families reach their goals. Our team provides the supports and resources to help achieve economic stability and sustainability.



Energy & Housing

We keep people warm, safe, and dry in their homes with a variety of programs that offer education or assistance in the areas of heating, energy efficiency, home purchase, repair and assistance for those facing foreclosure or eviction.



Prevention & Wellness

We build a stronger, healthier community by partnering with local and statewide organizations to offer prevention services that focus on nutrition, oral health, substance use, tobacco, and obesity.

Aroostook County Action Program, Inc. provides services and resources that help families achieve greater economic independence. As a lead or in partnership with others, ACAP strengthens the community by responding to human need.

ACAP served HOUSEHOLDS in Sinclair as follows:

	30	Households received financial assistance to heat their home through the Home Energy Assistance Program (HEAP).	\$27,918
	2	Households were provided a comprehensive energy audit. The results of which determine energy conservation measures that were completed.	\$15,929.95
	1	Households had repair work completed on their home to ensure they could live safely.	\$8,668.07
	7	Households received assistance for repairing or replacing dangerous or malfunctioning heating systems.	\$21,322.97
	1	Households received financial assistance through the Energy Crisis Intervention Program (ECIP) to obtain emergency fuel delivery or prevent an electrical disconnect	\$400
	1	Households, otherwise not eligible for support through Federal or State programs, received assistance to get them through emergency with emergent needs including food, shelter, or fuel assistance.	\$339.90

ACAP served YOUTH in Sinclair as follows:

	*	Families received education and food vouchers to assist children at nutritional risk, or pregnant or nursing women. The food vouchers are redeemed at local grocery stores for fruits, vegetables, dairy and whole grain products.	*
	*	Youth and Adults were provided education, resources, and evidence-based programming for reducing the use of alcohol, marijuana, and drug use.	*
	*	Moms received Breastfeeding Education and Support to encourage breastfeeding as primary source of infant nutrition.	*
	*	Families were provided education and activities that contribute to obesity prevention and overall health, all to improve the likelihood that families will make healthy food choices and choose physically active lifestyles. <i>(This program is only in Southern Aroostook County, per funding guidelines.)</i>	*
	*	Families were provided comprehensive services (coaching), including personal guidance, support and advocacy, as well as home energy reduction, financial literacy, job training, education and assistance securing employment, among others.	*

**In columns throughout this report where no units or service of investment amount is noted, that specific service was not accessed by members of your community in 2020. We have included these in your report to make you aware of these services as you work with individuals and families in your community who may benefit.*

ACAP served FAMILIES in Sinclair as follows:

	*	Youth age 13 to 18 were assisted to address the harm they caused and repair their relationship with the community through the County Restorative Practice Program.	*
	*	Young adults age 16 to 24 took part in financial literacy classes as part of the Improving Outcomes for Youth Program.	*
	*	Children in preschool through grade 5 received dental sealants at no cost through our oral health program, which operates on-site at all County public elementary schools.	*
	*	Children in preschool through grade 5 were provided clinical assessments, dental cleanings, and other oral health care through our Kids Integrated Dental Services Program.	*
	*	Children ages three and four received comprehensive Head Start services through a licensed ACAP Early Care and Education Center.	*
	*	Children or Moms-to-be participated in ACAP's Early Head Start program that provides comprehensive child development services, prenatally through age three.	*
	*	Children infancy to six years of age enrolled in ACAP's licensed childcare facilities.	*
	*	Children provided with food meeting USDA nutritional guidelines at licensed child care facilities through the Child Care Food Program.	*
	*	Youth engaged in activity to encourage healthy behaviors to reduce childhood obesity.	*

ACAP served ADULTS in Sinclair as follows:

	*	Individuals were provided assistance to train for future employment through Workforce Innovation Opportunity Act Fund.	*
	*	Adults provided assistance to train for future employment through Workforce Innovation Opportunity Funds after a job loss.	*
	*	Individuals took part in the hoMEworks Homebuyer Education Class.	*
	*	Individuals were provided Homeownership Support counseling because they were at risk of falling behind on their mortgage payments or facing foreclosure	*

Although overall units of service and total dollars invested figures on the front page represent the overall cumulative numbers in your community, this report does not include all of the individual programs ACAP administers that benefit your community.

All of our services are reflected in our 2021 Directory of Services.

Aroostook County Collectively:

	209	Adults received free individualized assistance on all aspects of the Healthcare Marketplace including determining eligibility, comparing options, accessing tax credits and applying for coverage.	\$8,585
	110	Youth Age 12 to 14 were trained to engage their peers in a conversations about the risks associated with tobacco use.	\$200,991
	33	Households provided assistance replacing home heating oil tanks that were considered high risk of discharging oil into the environment.	\$101,847
	46	Children between the ages of 3 and 5 with developmental disabilities were provided specially designed instruction and educational support through ACAP's Early Intervention Services.	\$400,000

Response to the COVID 19 Pandemic:

- Over 100 households with job loss supported through the home energy assistance program.
- 794 payments totaling over \$710,000 made to landlords to ensure renters in Aroostook County remain safely in their home from April 16 to September 30, 2020. There were 430 applications to the COVID-19 Rental Assistance Program. These households all rented a home or apartment in Aroostook County and attested to the inability to pay rent due to a reduction in income due to Covid-19.
- Provision of temporary overflow shelter created with partners at MaineHousing, University of Maine at Presque Isle, Aroostook Emergency Management Association, City of Presque Isle and Homeless Services of Aroostook. Between April 9-June 30, 2020. Individuals were cared for with 557 shelter bed nights and 1630 meals. Fifteen individuals were housed in the Hope and Prosperity Wellness Shelter.
- Utility assistance provided to 196 households through Emergency Food and Shelter CARES Act Funding locally administered by United Way of Aroostook.
- Distribution of dental kits to 4,000 children county wide.
- Guidance on workforce or employment assistance to individuals through almost 400 calls.
- Access to over 100,500 meals prepared and delivered to families with young children throughout Aroostook County.
- Diapers and wipes distributed to 134 households.
- Coaching support made available for existing clients and 172 new clients, many of whom were requesting assistance for the first time.
- WIC benefits provided to 80 new families.
- Garden kits delivered to 250 kids through Snap-Ed and Let's Go Program.

These COVID-19 Pandemic numbers are from March 15 to July 15, 2020, unless otherwise noted.



Aroostook County Action Program

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2020 Report of Services for the Community of Smyrna (Inc. Smyrna Mills, Knowles Cnr.)



By the numbers...

49

number of occasions ACAP provided services to
Town Name residents in 2020

\$109,471.53

total invested in supporting individuals and families in **Smyrna (Inc. Smyrna Mills, Knowles Cnr.)** between October 1, 2019 and September 30, 2020

Comprehensive Service Approach

Our entire team is committed to this delivery model ensuring clients are connected to all of the programs and services that they need. ACAP Coaching Services are available to individuals and families. Our coaches work with clients on overcoming challenges and identify pathways to achieving their goals. Coaches work alongside individuals and families offering guidance and support along the way.



Early Care & Education

We provide families with comprehensive and affordable high quality prenatal, infant, toddler and preschool education, and child development programs.



Economic Development

We provide resources to assist individuals and families reach their goals. Our team provides the supports and resources to help achieve economic stability and sustainability.



Energy & Housing

We keep people warm, safe, and dry in their homes with a variety of programs that offer education or assistance in the areas of heating, energy efficiency, home purchase, repair and assistance for those facing foreclosure or eviction.



Prevention & Wellness

We build a stronger, healthier community by partnering with local and statewide organizations to offer prevention services that focus on nutrition, oral health, substance use, tobacco, and obesity.

Aroostook County Action Program, Inc. provides services and resources that help families achieve greater economic independence. As a lead or in partnership with others, ACAP strengthens the community by responding to human need.

ACAP served HOUSEHOLDS in Smyrna (Inc. Smyrna Mills, Knowles Cnr.) as follows:

	22	Households received financial assistance to heat their home through the Home Energy Assistance Program (HEAP).	\$20,086
	*	Households were provided a comprehensive energy audit. The results of which determine energy conservation measures that were completed.	*
	*	Households had repair work completed on their home to ensure they could live safely.	*
	1	Households received assistance for repairing or replacing dangerous or malfunctioning heating systems.	\$425.67
	1	Households received financial assistance through the Energy Crisis Intervention Program (ECIP) to obtain emergency fuel delivery or prevent an electrical disconnect	\$399.69
	2	Households, otherwise not eligible for support through Federal or State programs, received assistance to get them through emergency with emergent needs including food, shelter, or fuel assistance.	\$459.63

ACAP served YOUTH in Smyrna (Inc. Smyrna Mills, Knowles Cnr.) as follows:

	7	Families received education and food vouchers to assist children at nutritional risk, or pregnant or nursing women. The food vouchers are redeemed at local grocery stores for fruits, vegetables, dairy and whole grain products.	\$4,672.13
	*	Youth and Adults were provided education, resources, and evidence-based programming for reducing the use of alcohol, marijuana, and drug use.	*
	*	Moms received Breastfeeding Education and Support to encourage breastfeeding as primary source of infant nutrition.	*
	3	Families were provided education and activities that contribute to obesity prevention and overall health, all to improve the likelihood that families will make healthy food choices and choose physically active lifestyles. <i>(This program is only in Southern Aroostook County, per funding guidelines.)</i>	\$491.25
	*	Families were provided comprehensive services (coaching), including personal guidance, support and advocacy, as well as home energy reduction, financial literacy, job training, education and assistance securing employment, among others.	*

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ACAP served FAMILIES in Smyrna (Inc. Smyrna Mills, Knowles Cnr.) as follows:

	1	Youth age 13 to 18 were assisted to address the harm they caused and repair their relationship with the community through the County Restorative Practice Program.	\$3,928.57
	*	Young adults age 16 to 24 took part in financial literacy classes as part of the Improving Outcomes for Youth Program.	*
	*	Children in preschool through grade 5 received dental sealants at no cost through our oral health program, which operates on-site at all County public elementary schools.	*
	*	Children in preschool through grade 5 were provided clinical assessments, dental cleanings, and other oral health care through our Kids Integrated Dental Services Program.	*
	4	Children ages three and four received comprehensive Head Start services through a licensed ACAP Early Care and Education Center.	\$58,097.60
	*	Children or Moms-to-be participated in ACAP's Early Head Start program that provides comprehensive child development services, prenatally through age three.	\$58,097.60
	2	Children infancy to six years of age enrolled in ACAP's licensed childcare facilities.	\$8,962.96
	*	Children provided with food meeting USDA nutritional guidelines at licensed child care facilities through the Child Care Food Program.	*
	*	Youth engaged in activity to encourage healthy behaviors to reduce childhood obesity.	*

ACAP served ADULTS in Smyrna (Inc. Smyrna Mills, Knowles Cnr.) as follows:

	1	Individuals were provided assistance to train for future employment through Workforce Innovation Opportunity Act Fund.	\$2,176.33
	*	Adults provided assistance to train for future employment through Workforce Innovation Opportunity Funds after a job loss.	*
	*	Individuals took part in the hoMEworks Homebuyer Education Class.	*
	2	Individuals were provided Homeownership Support counseling because they were at risk of falling behind on their mortgage payments or facing foreclosure	\$2,000

Although overall units of service and total dollars invested figures on the front page represent the overall cumulative numbers in your community, this report does not include all of the individual programs ACAP administers that benefit your community.

All of our services are reflected in our 2021 Directory of Services.

Aroostook County Collectively:

	209	Adults received free individualized assistance on all aspects of the Healthcare Marketplace including determining eligibility, comparing options, accessing tax credits and applying for coverage.	\$8,585
	110	Youth Age 12 to 14 were trained to engage their peers in a conversations about the risks associated with tobacco use.	\$200,991
	33	Households provided assistance replacing home heating oil tanks that were considered high risk of discharging oil into the environment.	\$101,847
	46	Children between the ages of 3 and 5 with developmental disabilities were provided specially designed instruction and educational support through ACAP's Early Intervention Services.	\$400,000

Response to the COVID 19 Pandemic:

- Over 100 households with job loss supported through the home energy assistance program.
- 794 payments totaling over \$710,000 made to landlords to ensure renters in Aroostook County remain safely in their home from April 16 to September 30, 2020. There were 430 applications to the COVID-19 Rental Assistance Program. These households all rented a home or apartment in Aroostook County and attested to the inability to pay rent due to a reduction in income due to Covid-19.
- Provision of temporary overflow shelter created with partners at MaineHousing, University of Maine at Presque Isle, Aroostook Emergency Management Association, City of Presque Isle and Homeless Services of Aroostook. Between April 9-June 30, 2020. Individuals were cared for with 557 shelter bed nights and 1630 meals. Fifteen individuals were housed in the Hope and Prosperity Wellness Shelter.
- Utility assistance provided to 196 households through Emergency Food and Shelter CARES Act Funding locally administered by United Way of Aroostook.
- Distribution of dental kits to 4,000 children county wide.
- Guidance on workforce or employment assistance to individuals through almost 400 calls.
- Access to over 100,500 meals prepared and delivered to families with young children throughout Aroostook County.
- Diapers and wipes distributed to 134 households.
- Coaching support made available for existing clients and 172 new clients, many of whom were requesting assistance for the first time.
- WIC benefits provided to 80 new families.
- Garden kits delivered to 250 kids through Snap-Ed and Let's Go Program.

These COVID-19 Pandemic numbers are from March 15 to July 15, 2020, unless otherwise noted.



Aroostook County Action Program

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2020 Report of Services for the Community of Stockholm



By the numbers...

57

number of occasions ACAP provided services to
Town Name residents in 2020

\$84,306.62

total invested in supporting individuals and families in **Stockholm** between
October 1, 2019 and September 30, 2020

Comprehensive Service Approach

Our entire team is committed to this delivery model ensuring clients are connected to all of the programs and services that they need. ACAP Coaching Services are available to individuals and families. Our coaches work with clients on overcoming challenges and identify pathways to achieving their goals. Coaches work alongside individuals and families offering guidance and support along the way.



Early Care & Education

We provide families with comprehensive and affordable high quality prenatal, infant, toddler and preschool education, and child development programs.



Economic Development

We provide resources to assist individuals and families reach their goals. Our team provides the supports and resources to help achieve economic stability and sustainability.



Energy & Housing

We keep people warm, safe, and dry in their homes with a variety of programs that offer education or assistance in the areas of heating, energy efficiency, home purchase, repair and assistance for those facing foreclosure or eviction.



Prevention & Wellness

We build a stronger, healthier community by partnering with local and statewide organizations to offer prevention services that focus on nutrition, oral health, substance use, tobacco, and obesity.

Aroostook County Action Program, Inc. provides services and resources that help families achieve greater economic independence. As a lead or in partnership with others, ACAP strengthens the community by responding to human need.

ACAP served HOUSEHOLDS in Stockholm as follows:

	34	Households received financial assistance to heat their home through the Home Energy Assistance Program (HEAP).	\$33,517
	2	Households were provided a comprehensive energy audit. The results of which determine energy conservation measures that were completed.	\$16,612.96
	3	Households had repair work completed on their home to ensure they could live safely.	\$12,336.00
	4	Households received assistance for repairing or replacing dangerous or malfunctioning heating systems.	\$15,565.62
	3	Households received financial assistance through the Energy Crisis Intervention Program (ECIP) to obtain emergency fuel delivery or prevent an electrical disconnect	\$962.70
	4	Households, otherwise not eligible for support through Federal or State programs, received assistance to get them through emergency with emergent needs including food, shelter, or fuel assistance.	\$1,028.58

ACAP served YOUTH in Stockholm as follows:

	*	Families received education and food vouchers to assist children at nutritional risk, or pregnant or nursing women. The food vouchers are redeemed at local grocery stores for fruits, vegetables, dairy and whole grain products.	*
	*	Youth and Adults were provided education, resources, and evidence-based programming for reducing the use of alcohol, marijuana, and drug use.	*
	*	Moms received Breastfeeding Education and Support to encourage breastfeeding as primary source of infant nutrition.	*
	*	Families were provided education and activities that contribute to obesity prevention and overall health, all to improve the likelihood that families will make healthy food choices and choose physically active lifestyles. <i>(This program is only in Southern Aroostook County, per funding guidelines.)</i>	*
	*	Families were provided comprehensive services (coaching), including personal guidance, support and advocacy, as well as home energy reduction, financial literacy, job training, education and assistance securing employment, among others.	*

**In columns throughout this report where no units or service of investment amount is noted, that specific service was not accessed by members of your community in 2020. We have included these in your report to make you aware of these services as you work with individuals and families in your community who may benefit.*

ACAP served FAMILIES in Stockholm as follows:

	*	Youth age 13 to 18 were assisted to address the harm they caused and repair their relationship with the community through the County Restorative Practice Program.	*
	*	Young adults age 16 to 24 took part in financial literacy classes as part of the Improving Outcomes for Youth Program.	*
	*	Children in preschool through grade 5 received dental sealants at no cost through our oral health program, which operates on-site at all County public elementary schools.	*
	*	Children in preschool through grade 5 were provided clinical assessments, dental cleanings, and other oral health care through our Kids Integrated Dental Services Program.	*
	*	Children ages three and four received comprehensive Head Start services through a licensed ACAP Early Care and Education Center.	*
	*	Children or Moms-to-be participated in ACAP's Early Head Start program that provides comprehensive child development services, prenatally through age three.	*
	*	Children infancy to six years of age enrolled in ACAP's licensed childcare facilities.	*
	*	Children provided with food meeting USDA nutritional guidelines at licensed child care facilities through the Child Care Food Program.	*
	*	Youth engaged in activity to encourage healthy behaviors to reduce childhood obesity.	*

ACAP served ADULTS in Stockholm as follows:

	1	Individuals were provided assistance to train for future employment through Workforce Innovation Opportunity Act Fund.	\$2,176.33
	*	Adults provided assistance to train for future employment through Workforce Innovation Opportunity Funds after a job loss.	*
	1	Individuals took part in the hoMEworks Homebuyer Education Class.	\$78.85
	1	Individuals were provided Homeownership Support counseling because they were at risk of falling behind on their mortgage payments or facing foreclosure	\$1,000

Although overall units of service and total dollars invested figures on the front page represent the overall cumulative numbers in your community, this report does not include all of the individual programs ACAP administers that benefit your community.

All of our services are reflected in our 2021 Directory of Services.

Aroostook County Collectively:

	209	Adults received free individualized assistance on all aspects of the Healthcare Marketplace including determining eligibility, comparing options, accessing tax credits and applying for coverage.	\$8,585
	110	Youth Age 12 to 14 were trained to engage their peers in a conversations about the risks associated with tobacco use.	\$200,991
	33	Households provided assistance replacing home heating oil tanks that were considered high risk of discharging oil into the environment.	\$101,847
	46	Children between the ages of 3 and 5 with developmental disabilities were provided specially designed instruction and educational support through ACAP's Early Intervention Services.	\$400,000

Response to the COVID 19 Pandemic:

- Over 100 households with job loss supported through the home energy assistance program.
- 794 payments totaling over \$710,000 made to landlords to ensure renters in Aroostook County remain safely in their home from April 16 to September 30, 2020. There were 430 applications to the COVID-19 Rental Assistance Program. These households all rented a home or apartment in Aroostook County and attested to the inability to pay rent due to a reduction in income due to Covid-19.
- Provision of temporary overflow shelter created with partners at MaineHousing, University of Maine at Presque Isle, Aroostook Emergency Management Association, City of Presque Isle and Homeless Services of Aroostook. Between April 9-June 30, 2020. Individuals were cared for with 557 shelter bed nights and 1630 meals. Fifteen individuals were housed in the Hope and Prosperity Wellness Shelter.
- Utility assistance provided to 196 households through Emergency Food and Shelter CARES Act Funding locally administered by United Way of Aroostook.
- Distribution of dental kits to 4,000 children county wide.
- Guidance on workforce or employment assistance to individuals through almost 400 calls.
- Access to over 100,500 meals prepared and delivered to families with young children throughout Aroostook County.
- Diapers and wipes distributed to 134 households.
- Coaching support made available for existing clients and 172 new clients, many of whom were requesting assistance for the first time.
- WIC benefits provided to 80 new families.
- Garden kits delivered to 250 kids through Snap-Ed and Let's Go Program.

These COVID-19 Pandemic numbers are from March 15 to July 15, 2020, unless otherwise noted.



Aroostook County Action Program

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2020 Report of Services for the Community of Van Buren (Inc. Keegan)



By the numbers...

1,277

number of occasions ACAP provided services to
Town Name residents in 2020

\$415,742.87

total invested in supporting individuals and families in **Van Buren (Inc. Keegan)**
between October 1, 2019 and September 30, 2020

Comprehensive Service Approach

Our entire team is committed to this delivery model ensuring clients are connected to all of the programs and services that they need. ACAP Coaching Services are available to individuals and families. Our coaches work with clients on overcoming challenges and identify pathways to achieving their goals. Coaches work alongside individuals and families offering guidance and support along the way.



Early Care & Education

We provide families with comprehensive and affordable high quality prenatal, infant, toddler and preschool education, and child development programs.



Economic Development

We provide resources to assist individuals and families reach their goals. Our team provides the supports and resources to help achieve economic stability and sustainability.



Energy & Housing

We keep people warm, safe, and dry in their homes with a variety of programs that offer education or assistance in the areas of heating, energy efficiency, home purchase, repair and assistance for those facing foreclosure or eviction.



Prevention & Wellness

We build a stronger, healthier community by partnering with local and statewide organizations to offer prevention services that focus on nutrition, oral health, substance use, tobacco, and obesity.

Aroostook County Action Program, Inc. provides services and resources that help families achieve greater economic independence. As a lead or in partnership with others, ACAP strengthens the community by responding to human need.

ACAP served HOUSEHOLDS in Van Buren (Inc. Keegan) as follows:

	259	Households received financial assistance to heat their home through the Home Energy Assistance Program (HEAP).	\$160,331.71
	1	Households were provided a comprehensive energy audit. The results of which determine energy conservation measures that were completed.	\$3,221.39
	6	Households had repair work completed on their home to ensure they could live safely.	\$82,171.24
	14	Households received assistance for repairing or replacing dangerous or malfunctioning heating systems.	\$39,783.97
	25	Households received financial assistance through the Energy Crisis Intervention Program (ECIP) to obtain emergency fuel delivery or prevent an electrical disconnect	\$8,169.18
	9	Households, otherwise not eligible for support through Federal or State programs, received assistance to get them through emergency with emergent needs including food, shelter, or fuel assistance.	\$2,344

ACAP served YOUTH in Van Buren (Inc. Keegan) as follows:

	62	Families received education and food vouchers to assist children at nutritional risk, or pregnant or nursing women. The food vouchers are redeemed at local grocery stores for fruits, vegetables, dairy and whole grain products.	\$41,381.69
	*	Youth and Adults were provided education, resources, and evidence-based programming for reducing the use of alcohol, marijuana, and drug use.	*
	7	Moms received Breastfeeding Education and Support to encourage breastfeeding as primary source of infant nutrition.	\$1,500.03
	*	Families were provided education and activities that contribute to obesity prevention and overall health, all to improve the likelihood that families will make healthy food choices and choose physically active lifestyles. <i>(This program is only in Southern Aroostook County, per funding guidelines.)</i>	*
	9	Families were provided comprehensive services (coaching), including personal guidance, support and advocacy, as well as home energy reduction, financial literacy, job training, education and assistance securing employment, among others.	\$5,201.82

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ACAP served FAMILIES in Van Buren (Inc. Keegan) as follows:

	*	Youth age 13 to 18 were assisted to address the harm they caused and repair their relationship with the community through the County Restorative Practice Program.	*
	*	Young adults age 16 to 24 took part in financial literacy classes as part of the Improving Outcomes for Youth Program.	*
	85	Children in preschool through grade 5 received dental sealants at no cost through our oral health program, which operates on-site at all County public elementary schools.	\$2,370.96
	120	Children in preschool through grade 5 were provided clinical assessments, dental cleanings, and other oral health care through our Kids Integrated Dental Services Program.	\$5,865.63
	1	Children ages three and four received comprehensive Head Start services through a licensed ACAP Early Care and Education Center.	\$14,524.40
	2	Children or Moms-to-be participated in ACAP's Early Head Start program that provides comprehensive child development services, prenatally through age three.	\$14,524.40
	*	Children infancy to six years of age enrolled in ACAP's licensed childcare facilities.	*
	9	Children provided with food meeting USDA nutritional guidelines at licensed child care facilities through the Child Care Food Program.	\$6,985.17
	650	Youth engaged in activity to encourage healthy behaviors to reduce childhood obesity.	\$5,295.03

ACAP served ADULTS in Van Buren (Inc. Keegan) as follows:

	*	Individuals were provided assistance to train for future employment through Workforce Innovation Opportunity Act Fund.	*
	*	Adults provided assistance to train for future employment through Workforce Innovation Opportunity Funds after a job loss.	*
	7	Individuals took part in the hoMEworks Homebuyer Education Class.	\$551.95
	*	Individuals were provided Homeownership Support counseling because they were at risk of falling behind on their mortgage payments or facing foreclosure	*

Although overall units of service and total dollars invested figures on the front page represent the overall cumulative numbers in your community, this report does not include all of the individual programs ACAP administers that benefit your community.

All of our services are reflected in our 2021 Directory of Services.

Aroostook County Collectively:

	209	Adults received free individualized assistance on all aspects of the Healthcare Marketplace including determining eligibility, comparing options, accessing tax credits and applying for coverage.	\$8,585
	110	Youth Age 12 to 14 were trained to engage their peers in a conversations about the risks associated with tobacco use.	\$200,991
	33	Households provided assistance replacing home heating oil tanks that were considered high risk of discharging oil into the environment.	\$101,847
	46	Children between the ages of 3 and 5 with developmental disabilities were provided specially designed instruction and educational support through ACAP's Early Intervention Services.	\$400,000

Response to the COVID 19 Pandemic:

- Over 100 households with job loss supported through the home energy assistance program.
- 794 payments totaling over \$710,000 made to landlords to ensure renters in Aroostook County remain safely in their home from April 16 to September 30, 2020. There were 430 applications to the COVID-19 Rental Assistance Program. These households all rented a home or apartment in Aroostook County and attested to the inability to pay rent due to a reduction in income due to Covid-19.
- Provision of temporary overflow shelter created with partners at MaineHousing, University of Maine at Presque Isle, Aroostook Emergency Management Association, City of Presque Isle and Homeless Services of Aroostook. Between April 9-June 30, 2020. Individuals were cared for with 557 shelter bed nights and 1630 meals. Fifteen individuals were housed in the Hope and Prosperity Wellness Shelter.
- Utility assistance provided to 196 households through Emergency Food and Shelter CARES Act Funding locally administered by United Way of Aroostook.
- Distribution of dental kits to 4,000 children county wide.
- Guidance on workforce or employment assistance to individuals through almost 400 calls.
- Access to over 100,500 meals prepared and delivered to families with young children throughout Aroostook County.
- Diapers and wipes distributed to 134 households.
- Coaching support made available for existing clients and 172 new clients, many of whom were requesting assistance for the first time.
- WIC benefits provided to 80 new families.
- Garden kits delivered to 250 kids through Snap-Ed and Let's Go Program.

These COVID-19 Pandemic numbers are from March 15 to July 15, 2020, unless otherwise noted.



Aroostook County Action Program

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By the numbers...

35

number of occasions ACAP provided services to
Town Name residents in 2020

\$24,786.33

total invested in supporting individuals and families in **Wade** between October
1, 2019 and September 30, 2020

Comprehensive Service Approach

Our entire team is committed to this delivery model ensuring clients are connected to all of the programs and services that they need. ACAP Coaching Services are available to individuals and families. Our coaches work with clients on overcoming challenges and identify pathways to achieving their goals. Coaches work alongside individuals and families offering guidance and support along the way.



Early Care & Education

We provide families with comprehensive and affordable high quality prenatal, infant, toddler and preschool education, and child development programs.



Economic Development

We provide resources to assist individuals and families reach their goals. Our team provides the supports and resources to help achieve economic stability and sustainability.



Energy & Housing

We keep people warm, safe, and dry in their homes with a variety of programs that offer education or assistance in the areas of heating, energy efficiency, home purchase, repair and assistance for those facing foreclosure or eviction.



Prevention & Wellness

We build a stronger, healthier community by partnering with local and statewide organizations to offer prevention services that focus on nutrition, oral health, substance use, tobacco, and obesity.

ACAP served HOUSEHOLDS in Wade as follows:

	17	Households received financial assistance to heat their home through the Home Energy Assistance Program (HEAP).	\$14,916
	*	Households were provided a comprehensive energy audit. The results of which determine energy conservation measures that where completed.	*
	*	Households had repair work completed on their home to ensure they could live safely.	*
	1	Households received assistance for repairing or replacing dangerous or malfunctioning heating systems.	\$138.31
	1	Households received financial assistance through the Energy Crisis Intervention Program (ECIP) to obtain emergency fuel delivery or prevent an electrical disconnect	\$389.90
	*	Households, otherwise not eligible for support through Federal or State programs, received assistance to get them through emergency with emergent needs including food, shelter, or fuel assistance.	*

ACAP served YOUTH in Wade as follows:

	9	Families received education and food vouchers to assist children at nutritional risk, or pregnant or nursing women. The food vouchers are redeemed at local grocery stores for fruits, vegetables, dairy and whole grain products.	\$6,007.02
	*	Youth and Adults were provided education, resources, and evidence-based programming for reducing the use of alcohol, marijuana, and drug use.	*
	1	Moms received Breastfeeding Education and Support to encourage breastfeeding as primary source of infant nutrition.	\$214.29
	*	Families were provided education and activities that contribute to obesity prevention and overall health, all to improve the likelihood that families will make healthy food choices and choose physically active lifestyles. <i>(This program is only in Southern Aroostook County, per funding guidelines.)</i>	*
	*	Families were provided comprehensive services (coaching), including personal guidance, support and advocacy, as well as home energy reduction, financial literacy, job training, education and assistance securing employment, among others.	*

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ACAP served FAMILIES in Wade as follows:

	*	Youth age 13 to 18 were assisted to address the harm they caused and repair their relationship with the community through the County Restorative Practice Program.	*
	*	Young adults age 16 to 24 took part in financial literacy classes as part of the Improving Outcomes for Youth Program.	*
	*	Children in preschool through grade 5 received dental sealants at no cost through our oral health program, which operates on-site at all County public elementary schools.	*
	*	Children in preschool through grade 5 were provided clinical assessments, dental cleanings, and other oral health care through our Kids Integrated Dental Services Program.	*
	*	Children ages three and four received comprehensive Head Start services through a licensed ACAP Early Care and Education Center.	*
	*	Children or Moms-to-be participated in ACAP's Early Head Start program that provides comprehensive child development services, prenatally through age three.	*
	*	Children infancy to six years of age enrolled in ACAP's licensed childcare facilities.	*
	4	Children provided with food meeting USDA nutritional guidelines at licensed child care facilities through the Child Care Food Program.	\$3,104.52
	2	Youth engaged in activity to encourage healthy behaviors to reduce childhood obesity.	\$16.29

ACAP served ADULTS in Wade as follows:

	*	Individuals were provided assistance to train for future employment through Workforce Innovation Opportunity Act Fund.	*
	*	Adults provided assistance to train for future employment through Workforce Innovation Opportunity Funds after a job loss.	*
	*	Individuals took part in the hoMEworks Homebuyer Education Class.	*
	*	Individuals were provided Homeownership Support counseling because they were at risk of falling behind on their mortgage payments or facing foreclosure	*

Although overall units of service and total dollars invested figures on the front page represent the overall cumulative numbers in your community, this report does not include all of the individual programs ACAP administers that benefit your community.

All of our services are reflected in our 2021 Directory of Services.

Aroostook County Collectively:

	209	Adults received free individualized assistance on all aspects of the Healthcare Marketplace including determining eligibility, comparing options, accessing tax credits and applying for coverage.	\$8,585
	110	Youth Age 12 to 14 were trained to engage their peers in a conversations about the risks associated with tobacco use.	\$200,991
	33	Households provided assistance replacing home heating oil tanks that were considered high risk of discharging oil into the environment.	\$101,847
	46	Children between the ages of 3 and 5 with developmental disabilities were provided specially designed instruction and educational support through ACAP's Early Intervention Services.	\$400,000

Response to the COVID 19 Pandemic:

- Over 100 households with job loss supported through the home energy assistance program.
- 794 payments totaling over \$710,000 made to landlords to ensure renters in Aroostook County remain safely in their home from April 16 to September 30, 2020. There were 430 applications to the COVID-19 Rental Assistance Program. These households all rented a home or apartment in Aroostook County and attested to the inability to pay rent due to a reduction in income due to Covid-19.
- Provision of temporary overflow shelter created with partners at MaineHousing, University of Maine at Presque Isle, Aroostook Emergency Management Association, City of Presque Isle and Homeless Services of Aroostook. Between April 9-June 30, 2020. Individuals were cared for with 557 shelter bed nights and 1630 meals. Fifteen individuals were housed in the Hope and Prosperity Wellness Shelter.
- Utility assistance provided to 196 households through Emergency Food and Shelter CARES Act Funding locally administered by United Way of Aroostook.
- Distribution of dental kits to 4,000 children county wide.
- Guidance on workforce or employment assistance to individuals through almost 400 calls.
- Access to over 100,500 meals prepared and delivered to families with young children throughout Aroostook County.
- Diapers and wipes distributed to 134 households.
- Coaching support made available for existing clients and 172 new clients, many of whom were requesting assistance for the first time.
- WIC benefits provided to 80 new families.
- Garden kits delivered to 250 kids through Snap-Ed and Let's Go Program.

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Aroostook County Action Program

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2020 Report of Services for the Community of Wallagrass (Inc. Soldier Pond)



By the numbers...

75

number of occasions ACAP provided services to
Town Name residents in 2020

\$80,768.35

total invested in supporting individuals and families in **Wallagrass (Inc. Soldier Pond)** between October 1, 2019 and September 30, 2020

Comprehensive Service Approach

Our entire team is committed to this delivery model ensuring clients are connected to all of the programs and services that they need. ACAP Coaching Services are available to individuals and families. Our coaches work with clients on overcoming challenges and identify pathways to achieving their goals. Coaches work alongside individuals and families offering guidance and support along the way.



Early Care & Education

We provide families with comprehensive and affordable high quality prenatal, infant, toddler and preschool education, and child development programs.



Economic Development

We provide resources to assist individuals and families reach their goals. Our team provides the supports and resources to help achieve economic stability and sustainability.



Energy & Housing

We keep people warm, safe, and dry in their homes with a variety of programs that offer education or assistance in the areas of heating, energy efficiency, home purchase, repair and assistance for those facing foreclosure or eviction.



Prevention & Wellness

We build a stronger, healthier community by partnering with local and statewide organizations to offer prevention services that focus on nutrition, oral health, substance use, tobacco, and obesity.

Aroostook County Action Program, Inc. provides services and resources that help families achieve greater economic independence. As a lead or in partnership with others, ACAP strengthens the community by responding to human need.

ACAP served HOUSEHOLDS in Wallagrass (Inc. Soldier Pond) as follows:

	40	Households received financial assistance to heat their home through the Home Energy Assistance Program (HEAP).	\$34,154
	*	Households were provided a comprehensive energy audit. The results of which determine energy conservation measures that were completed.	*
	1	Households had repair work completed on their home to ensure they could live safely.	\$25,000.00
	2	Households received assistance for repairing or replacing dangerous or malfunctioning heating systems.	\$4,762.06
	2	Households received financial assistance through the Energy Crisis Intervention Program (ECIP) to obtain emergency fuel delivery or prevent an electrical disconnect	\$684.48
	4	Households, otherwise not eligible for support through Federal or State programs, received assistance to get them through emergency with emergent needs including food, shelter, or fuel assistance.	\$948.35

ACAP served YOUTH in Wallagrass (Inc. Soldier Pond) as follows:

	4	Families received education and food vouchers to assist children at nutritional risk, or pregnant or nursing women. The food vouchers are redeemed at local grocery stores for fruits, vegetables, dairy and whole grain products.	\$2,669.79
	*	Youth and Adults were provided education, resources, and evidence-based programming for reducing the use of alcohol, marijuana, and drug use.	*
	*	Moms received Breastfeeding Education and Support to encourage breastfeeding as primary source of infant nutrition.	*
	*	Families were provided education and activities that contribute to obesity prevention and overall health, all to improve the likelihood that families will make healthy food choices and choose physically active lifestyles. <i>(This program is only in Southern Aroostook County, per funding guidelines.)</i>	*
	*	Families were provided comprehensive services (coaching), including personal guidance, support and advocacy, as well as home energy reduction, financial literacy, job training, education and assistance securing employment, among others.	*

**In columns throughout this report where no units or service of investment amount is noted, that specific service was not accessed by members of your community in 2020. We have included these in your report to make you aware of these services as you work with individuals and families in your community who may benefit.*

ACAP served FAMILIES in Wallagrass (Inc. Soldier Pond) as follows:

	*	Youth age 13 to 18 were assisted to address the harm they caused and repair their relationship with the community through the County Restorative Practice Program.	*
	*	Young adults age 16 to 24 took part in financial literacy classes as part of the Improving Outcomes for Youth Program.	*
	*	Children in preschool through grade 5 received dental sealants at no cost through our oral health program, which operates on-site at all County public elementary schools.	*
	*	Children in preschool through grade 5 were provided clinical assessments, dental cleanings, and other oral health care through our Kids Integrated Dental Services Program.	*
	*	Children ages three and four received comprehensive Head Start services through a licensed ACAP Early Care and Education Center.	*
	*	Children or Moms-to-be participated in ACAP's Early Head Start program that provides comprehensive child development services, prenatally through age three.	*
	*	Children infancy to six years of age enrolled in ACAP's licensed childcare facilities.	*
	12	Children provided with food meeting USDA nutritional guidelines at licensed child care facilities through the Child Care Food Program.	\$9,313.56
	4	Youth engaged in activity to encourage healthy behaviors to reduce childhood obesity.	\$32.58

ACAP served ADULTS in Wallagrass (Inc. Soldier Pond) as follows:

	1	Individuals were provided assistance to train for future employment through Workforce Innovation Opportunity Act Fund.	\$2,176.33
	*	Adults provided assistance to train for future employment through Workforce Innovation Opportunity Funds after a job loss.	*
	1	Individuals took part in the hoMEworks Homebuyer Education Class.	\$78.85
	*	Individuals were provided Homeownership Support counseling because they were at risk of falling behind on their mortgage payments or facing foreclosure	*

Although overall units of service and total dollars invested figures on the front page represent the overall cumulative numbers in your community, this report does not include all of the individual programs ACAP administers that benefit your community.

All of our services are reflected in our 2021 Directory of Services.

Aroostook County Collectively:

	209	Adults received free individualized assistance on all aspects of the Healthcare Marketplace including determining eligibility, comparing options, accessing tax credits and applying for coverage.	\$8,585
	110	Youth Age 12 to 14 were trained to engage their peers in a conversations about the risks associated with tobacco use.	\$200,991
	33	Households provided assistance replacing home heating oil tanks that were considered high risk of discharging oil into the environment.	\$101,847
	46	Children between the ages of 3 and 5 with developmental disabilities were provided specially designed instruction and educational support through ACAP's Early Intervention Services.	\$400,000

Response to the COVID 19 Pandemic:

- Over 100 households with job loss supported through the home energy assistance program.
- 794 payments totaling over \$710,000 made to landlords to ensure renters in Aroostook County remain safely in their home from April 16 to September 30, 2020. There were 430 applications to the COVID-19 Rental Assistance Program. These households all rented a home or apartment in Aroostook County and attested to the inability to pay rent due to a reduction in income due to Covid-19.
- Provision of temporary overflow shelter created with partners at MaineHousing, University of Maine at Presque Isle, Aroostook Emergency Management Association, City of Presque Isle and Homeless Services of Aroostook. Between April 9-June 30, 2020. Individuals were cared for with 557 shelter bed nights and 1630 meals. Fifteen individuals were housed in the Hope and Prosperity Wellness Shelter.
- Utility assistance provided to 196 households through Emergency Food and Shelter CARES Act Funding locally administered by United Way of Aroostook.
- Distribution of dental kits to 4,000 children county wide.
- Guidance on workforce or employment assistance to individuals through almost 400 calls.
- Access to over 100,500 meals prepared and delivered to families with young children throughout Aroostook County.
- Diapers and wipes distributed to 134 households.
- Coaching support made available for existing clients and 172 new clients, many of whom were requesting assistance for the first time.
- WIC benefits provided to 80 new families.
- Garden kits delivered to 250 kids through Snap-Ed and Let's Go Program.

These COVID-19 Pandemic numbers are from March 15 to July 15, 2020, unless otherwise noted.



Aroostook County Action Program

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2020 Report of Services for the Community of Washburn (Inc. Crouseville)



By the numbers...

1,013

number of occasions ACAP provided services to
Town Name residents in 2020

\$35,5018.01

total invested in supporting individuals and families in **Washburn (Inc. Crouseville)** between October 1, 2019 and September 30, 2020

Comprehensive Service Approach

Our entire team is committed to this delivery model ensuring clients are connected to all of the programs and services that they need. ACAP Coaching Services are available to individuals and families. Our coaches work with clients on overcoming challenges and identify pathways to achieving their goals. Coaches work alongside individuals and families offering guidance and support along the way.



Early Care & Education

We provide families with comprehensive and affordable high quality prenatal, infant, toddler and preschool education, and child development programs.



Economic Development

We provide resources to assist individuals and families reach their goals. Our team provides the supports and resources to help achieve economic stability and sustainability.



Energy & Housing

We keep people warm, safe, and dry in their homes with a variety of programs that offer education or assistance in the areas of heating, energy efficiency, home purchase, repair and assistance for those facing foreclosure or eviction.



Prevention & Wellness

We build a stronger, healthier community by partnering with local and statewide organizations to offer prevention services that focus on nutrition, oral health, substance use, tobacco, and obesity.

Aroostook County Action Program, Inc. provides services and resources that help families achieve greater economic independence. As a lead or in partnership with others, ACAP strengthens the community by responding to human need.

ACAP served HOUSEHOLDS in Washburn (Inc. Crouseville) as follows:

	123	Households received financial assistance to heat their home through the Home Energy Assistance Program (HEAP).	\$85,554
	*	Households were provided a comprehensive energy audit. The results of which determine energy conservation measures that were completed.	*
	*	Households had repair work completed on their home to ensure they could live safely.	*
	4	Households received assistance for repairing or replacing dangerous or malfunctioning heating systems.	\$11,184.06
	15	Households received financial assistance through the Energy Crisis Intervention Program (ECIP) to obtain emergency fuel delivery or prevent an electrical disconnect	\$5,067.89
	9	Households, otherwise not eligible for support through Federal or State programs, received assistance to get them through emergency with emergent needs including food, shelter, or fuel assistance.	\$2,578.49

ACAP served YOUTH in Washburn (Inc. Crouseville) as follows:

	53	Families received education and food vouchers to assist children at nutritional risk, or pregnant or nursing women. The food vouchers are redeemed at local grocery stores for fruits, vegetables, dairy and whole grain products.	\$35,374.67
	*	Youth and Adults were provided education, resources, and evidence-based programming for reducing the use of alcohol, marijuana, and drug use.	*
	3	Moms received Breastfeeding Education and Support to encourage breastfeeding as primary source of infant nutrition.	\$642.87
	*	Families were provided education and activities that contribute to obesity prevention and overall health, all to improve the likelihood that families will make healthy food choices and choose physically active lifestyles. <i>(This program is only in Southern Aroostook County, per funding guidelines.)</i>	*
	8	Families were provided comprehensive services (coaching), including personal guidance, support and advocacy, as well as home energy reduction, financial literacy, job training, education and assistance securing employment, among others.	\$4,625.12

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ACAP served FAMILIES in Washburn (Inc. Crouseville) as follows:

	*	Youth age 13 to 18 were assisted to address the harm they caused and repair their relationship with the community through the County Restorative Practice Program.	*
	*	Young adults age 16 to 24 took part in financial literacy classes as part of the Improving Outcomes for Youth Program.	*
	130	Children in preschool through grade 5 received dental sealants at no cost through our oral health program, which operates on-site at all County public elementary schools.	\$3,626.18
	27	Children in preschool through grade 5 were provided clinical assessments, dental cleanings, and other oral health care through our Kids Integrated Dental Services Program.	\$1,319.77
	5	Children ages three and four received comprehensive Head Start services through a licensed ACAP Early Care and Education Center.	\$72,622.00
	5	Children or Moms-to-be participated in ACAP's Early Head Start program that provides comprehensive child development services, prenatally through age three.	\$72,622.00
	5	Children infancy to six years of age enrolled in ACAP's licensed childcare facilities.	\$22,407.40
	9	Children provided with food meeting USDA nutritional guidelines at licensed child care facilities through the Child Care Food Program.	\$6,985.17
	590	Youth engaged in activity to encourage healthy behaviors to reduce childhood obesity.	\$4,806.26

ACAP served ADULTS in Washburn (Inc. Crouseville) as follows:

	3	Individuals were provided assistance to train for future employment through Workforce Innovation Opportunity Act Fund.	\$6,528.99
	2	Adults provided assistance to train for future employment through Workforce Innovation Opportunity Funds after a job loss.	\$6,513.40
	7	Individuals took part in the hoMEworks Homebuyer Education Class.	\$551.95
	2	Individuals were provided Homeownership Support counseling because they were at risk of falling behind on their mortgage payments or facing foreclosure	\$2,000.00

Although overall units of service and total dollars invested figures on the front page represent the overall cumulative numbers in your community, this report does not include all of the individual programs ACAP administers that benefit your community.

All of our services are reflected in our 2021 Directory of Services.

Aroostook County Collectively:

	209	Adults received free individualized assistance on all aspects of the Healthcare Marketplace including determining eligibility, comparing options, accessing tax credits and applying for coverage.	\$8,585
	110	Youth Age 12 to 14 were trained to engage their peers in a conversations about the risks associated with tobacco use.	\$200,991
	33	Households provided assistance replacing home heating oil tanks that were considered high risk of discharging oil into the environment.	\$101,847
	46	Children between the ages of 3 and 5 with developmental disabilities were provided specially designed instruction and educational support through ACAP's Early Intervention Services.	\$400,000

Response to the COVID 19 Pandemic:

- Over 100 households with job loss supported through the home energy assistance program.
- 794 payments totaling over \$710,000 made to landlords to ensure renters in Aroostook County remain safely in their home from April 16 to September 30, 2020. There were 430 applications to the COVID-19 Rental Assistance Program. These households all rented a home or apartment in Aroostook County and attested to the inability to pay rent due to a reduction in income due to Covid-19.
- Provision of temporary overflow shelter created with partners at MaineHousing, University of Maine at Presque Isle, Aroostook Emergency Management Association, City of Presque Isle and Homeless Services of Aroostook. Between April 9-June 30, 2020. Individuals were cared for with 557 shelter bed nights and 1630 meals. Fifteen individuals were housed in the Hope and Prosperity Wellness Shelter.
- Utility assistance provided to 196 households through Emergency Food and Shelter CARES Act Funding locally administered by United Way of Aroostook.
- Distribution of dental kits to 4,000 children county wide.
- Guidance on workforce or employment assistance to individuals through almost 400 calls.
- Access to over 100,500 meals prepared and delivered to families with young children throughout Aroostook County.
- Diapers and wipes distributed to 134 households.
- Coaching support made available for existing clients and 172 new clients, many of whom were requesting assistance for the first time.
- WIC benefits provided to 80 new families.
- Garden kits delivered to 250 kids through Snap-Ed and Let's Go Program.

These COVID-19 Pandemic numbers are from March 15 to July 15, 2020, unless otherwise noted.



Aroostook County Action Program

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2020 Report of Services for the Community of Westfield



By the numbers...

66

number of occasions ACAP provided services to
Town Name residents in 2020

\$62,621.19

total invested in supporting individuals and families in **Westfield** between
October 1, 2019 and September 30, 2020

Comprehensive Service Approach

Our entire team is committed to this delivery model ensuring clients are connected to all of the programs and services that they need. ACAP Coaching Services are available to individuals and families. Our coaches work with clients on overcoming challenges and identify pathways to achieving their goals. Coaches work alongside individuals and families offering guidance and support along the way.



Early Care & Education

We provide families with comprehensive and affordable high quality prenatal, infant, toddler and preschool education, and child development programs.



Economic Development

We provide resources to assist individuals and families reach their goals. Our team provides the supports and resources to help achieve economic stability and sustainability.



Energy & Housing

We keep people warm, safe, and dry in their homes with a variety of programs that offer education or assistance in the areas of heating, energy efficiency, home purchase, repair and assistance for those facing foreclosure or eviction.



Prevention & Wellness

We build a stronger, healthier community by partnering with local and statewide organizations to offer prevention services that focus on nutrition, oral health, substance use, tobacco, and obesity.

Aroostook County Action Program, Inc. provides services and resources that help families achieve greater economic independence. As a lead or in partnership with others, ACAP strengthens the community by responding to human need.

ACAP served HOUSEHOLDS in Westfield as follows:

	33	Households received financial assistance to heat their home through the Home Energy Assistance Program (HEAP).	\$26,905
	*	Households were provided a comprehensive energy audit. The results of which determine energy conservation measures that were completed.	*
	2	Households had repair work completed on their home to ensure they could live safely.	\$17,968.75
	2	Households received assistance for repairing or replacing dangerous or malfunctioning heating systems.	\$667.62
	6	Households received financial assistance through the Energy Crisis Intervention Program (ECIP) to obtain emergency fuel delivery or prevent an electrical disconnect	\$1,859.50
	1	Households, otherwise not eligible for support through Federal or State programs, received assistance to get them through emergency with emergent needs including food, shelter, or fuel assistance.	\$300

ACAP served YOUTH in Westfield as follows:

	6	Families received education and food vouchers to assist children at nutritional risk, or pregnant or nursing women. The food vouchers are redeemed at local grocery stores for fruits, vegetables, dairy and whole grain products.	\$4,004.68
	*	Youth and Adults were provided education, resources, and evidence-based programming for reducing the use of alcohol, marijuana, and drug use.	*
	1	Moms received Breastfeeding Education and Support to encourage breastfeeding as primary source of infant nutrition.	\$214.29
	*	Families were provided education and activities that contribute to obesity prevention and overall health, all to improve the likelihood that families will make healthy food choices and choose physically active lifestyles. <i>(This program is only in Southern Aroostook County, per funding guidelines.)</i>	*
	*	Families were provided comprehensive services (coaching), including personal guidance, support and advocacy, as well as home energy reduction, financial literacy, job training, education and assistance securing employment, among others.	*

**In columns throughout this report where no units or service of investment amount is noted, that specific service was not accessed by members of your community in 2020. We have included these in your report to make you aware of these services as you work with individuals and families in your community who may benefit.*

ACAP served FAMILIES in Westfield as follows:

	*	Youth age 13 to 18 were assisted to address the harm they caused and repair their relationship with the community through the County Restorative Practice Program.	*
	*	Young adults age 16 to 24 took part in financial literacy classes as part of the Improving Outcomes for Youth Program.	*
	*	Children in preschool through grade 5 received dental sealants at no cost through our oral health program, which operates on-site at all County public elementary schools.	*
	*	Children in preschool through grade 5 were provided clinical assessments, dental cleanings, and other oral health care through our Kids Integrated Dental Services Program.	*
	*	Children ages three and four received comprehensive Head Start services through a licensed ACAP Early Care and Education Center.	*
	*	Children or Moms-to-be participated in ACAP's Early Head Start program that provides comprehensive child development services, prenatally through age three.	*
	1	Children infancy to six years of age enrolled in ACAP's licensed childcare facilities.	\$4,481.48
	1	Children provided with food meeting USDA nutritional guidelines at licensed child care facilities through the Child Care Food Program.	\$776.13
	8	Youth engaged in activity to encourage healthy behaviors to reduce childhood obesity.	\$65.17

ACAP served ADULTS in Westfield as follows:

	1	Individuals were provided assistance to train for future employment through Workforce Innovation Opportunity Act Fund.	\$2,176.33
	*	Adults provided assistance to train for future employment through Workforce Innovation Opportunity Funds after a job loss.	*
	2	Individuals took part in the hoMEworks Homebuyer Education Class.	\$157.70
	*	Individuals were provided Homeownership Support counseling because they were at risk of falling behind on their mortgage payments or facing foreclosure	*

Although overall units of service and total dollars invested figures on the front page represent the overall cumulative numbers in your community, this report does not include all of the individual programs ACAP administers that benefit your community.

All of our services are reflected in our 2021 Directory of Services.

Aroostook County Collectively:

	209	Adults received free individualized assistance on all aspects of the Healthcare Marketplace including determining eligibility, comparing options, accessing tax credits and applying for coverage.	\$8,585
	110	Youth Age 12 to 14 were trained to engage their peers in a conversations about the risks associated with tobacco use.	\$200,991
	33	Households provided assistance replacing home heating oil tanks that were considered high risk of discharging oil into the environment.	\$101,847
	46	Children between the ages of 3 and 5 with developmental disabilities were provided specially designed instruction and educational support through ACAP's Early Intervention Services.	\$400,000

Response to the COVID 19 Pandemic:

- Over 100 households with job loss supported through the home energy assistance program.
- 794 payments totaling over \$710,000 made to landlords to ensure renters in Aroostook County remain safely in their home from April 16 to September 30, 2020. There were 430 applications to the COVID-19 Rental Assistance Program. These households all rented a home or apartment in Aroostook County and attested to the inability to pay rent due to a reduction in income due to Covid-19.
- Provision of temporary overflow shelter created with partners at MaineHousing, University of Maine at Presque Isle, Aroostook Emergency Management Association, City of Presque Isle and Homeless Services of Aroostook. Between April 9-June 30, 2020. Individuals were cared for with 557 shelter bed nights and 1630 meals. Fifteen individuals were housed in the Hope and Prosperity Wellness Shelter.
- Utility assistance provided to 196 households through Emergency Food and Shelter CARES Act Funding locally administered by United Way of Aroostook.
- Distribution of dental kits to 4,000 children county wide.
- Guidance on workforce or employment assistance to individuals through almost 400 calls.
- Access to over 100,500 meals prepared and delivered to families with young children throughout Aroostook County.
- Diapers and wipes distributed to 134 households.
- Coaching support made available for existing clients and 172 new clients, many of whom were requesting assistance for the first time.
- WIC benefits provided to 80 new families.
- Garden kits delivered to 250 kids through Snap-Ed and Let's Go Program.

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Aroostook County Action Program

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2020 Report of Services for the Community of Westmanland



By the numbers...

1

number of occasions ACAP provided services to
Town Name residents in 2020

\$3,138.65

total invested in supporting individuals and families in **Westmanland** between
October 1, 2019 and September 30, 2020

Comprehensive Service Approach

Our entire team is committed to this delivery model ensuring clients are connected to all of the programs and services that they need. ACAP Coaching Services are available to individuals and families. Our coaches work with clients on overcoming challenges and identify pathways to achieving their goals. Coaches work alongside individuals and families offering guidance and support along the way.



Early Care & Education

We provide families with comprehensive and affordable high quality prenatal, infant, toddler and preschool education, and child development programs.



Economic Development

We provide resources to assist individuals and families reach their goals. Our team provides the supports and resources to help achieve economic stability and sustainability.



Energy & Housing

We keep people warm, safe, and dry in their homes with a variety of programs that offer education or assistance in the areas of heating, energy efficiency, home purchase, repair and assistance for those facing foreclosure or eviction.



Prevention & Wellness

We build a stronger, healthier community by partnering with local and statewide organizations to offer prevention services that focus on nutrition, oral health, substance use, tobacco, and obesity.

Aroostook County Action Program, Inc. provides services and resources that help families achieve greater economic independence. As a lead or in partnership with others, ACAP strengthens the community by responding to human need.

ACAP served HOUSEHOLDS in Westmanland as follows:

	*	Households received financial assistance to heat their home through the Home Energy Assistance Program (HEAP).	*
	*	Households were provided a comprehensive energy audit. The results of which determine energy conservation measures that were completed.	*
	*	Households had repair work completed on their home to ensure they could live safely.	*
	*	Households received assistance for repairing or replacing dangerous or malfunctioning heating systems.	*
	*	Households received financial assistance through the Energy Crisis Intervention Program (ECIP) to obtain emergency fuel delivery or prevent an electrical disconnect	*
	*	Households, otherwise not eligible for support through Federal or State programs, received assistance to get them through emergency with emergent needs including food, shelter, or fuel assistance.	*

ACAP served YOUTH in Westmanland as follows:

	*	Families received education and food vouchers to assist children at nutritional risk, or pregnant or nursing women. The food vouchers are redeemed at local grocery stores for fruits, vegetables, dairy and whole grain products.	*
	*	Youth and Adults were provided education, resources, and evidence-based programming for reducing the use of alcohol, marijuana, and drug use.	*
	*	Moms received Breastfeeding Education and Support to encourage breastfeeding as primary source of infant nutrition.	*
	*	Families were provided education and activities that contribute to obesity prevention and overall health, all to improve the likelihood that families will make healthy food choices and choose physically active lifestyles. <i>(This program is only in Southern Aroostook County, per funding guidelines.)</i>	*
	*	Families were provided comprehensive services (coaching), including personal guidance, support and advocacy, as well as home energy reduction, financial literacy, job training, education and assistance securing employment, among others.	*

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ACAP served FAMILIES in Westmanland as follows:

	*	Youth age 13 to 18 were assisted to address the harm they caused and repair their relationship with the community through the County Restorative Practice Program.	*
	*	Young adults age 16 to 24 took part in financial literacy classes as part of the Improving Outcomes for Youth Program.	*
	*	Children in preschool through grade 5 received dental sealants at no cost through our oral health program, which operates on-site at all County public elementary schools.	*
	*	Children in preschool through grade 5 were provided clinical assessments, dental cleanings, and other oral health care through our Kids Integrated Dental Services Program.	*
	*	Children ages three and four received comprehensive Head Start services through a licensed ACAP Early Care and Education Center.	*
	*	Children or Moms-to-be participated in ACAP's Early Head Start program that provides comprehensive child development services, prenatally through age three.	*
	*	Children infancy to six years of age enrolled in ACAP's licensed childcare facilities.	*
	*	Children provided with food meeting USDA nutritional guidelines at licensed child care facilities through the Child Care Food Program.	*
	*	Youth engaged in activity to encourage healthy behaviors to reduce childhood obesity.	*

ACAP served ADULTS in Westmanland as follows:

	*	Individuals were provided assistance to train for future employment through Workforce Innovation Opportunity Act Fund.	*
	*	Adults provided assistance to train for future employment through Workforce Innovation Opportunity Funds after a job loss.	*
	*	Individuals took part in the hoMEworks Homebuyer Education Class.	*
	*	Individuals were provided Homeownership Support counseling because they were at risk of falling behind on their mortgage payments or facing foreclosure	*

Although overall units of service and total dollars invested figures on the front page represent the overall cumulative numbers in your community, this report does not include all of the individual programs ACAP administers that benefit your community.

All of our services are reflected in our 2021 Directory of Services.

Aroostook County Collectively:

	209	Adults received free individualized assistance on all aspects of the Healthcare Marketplace including determining eligibility, comparing options, accessing tax credits and applying for coverage.	\$8,585
	110	Youth Age 12 to 14 were trained to engage their peers in a conversations about the risks associated with tobacco use.	\$200,991
	33	Households provided assistance replacing home heating oil tanks that were considered high risk of discharging oil into the environment.	\$101,847
	46	Children between the ages of 3 and 5 with developmental disabilities were provided specially designed instruction and educational support through ACAP's Early Intervention Services.	\$400,000

Response to the COVID 19 Pandemic:

- Over 100 households with job loss supported through the home energy assistance program.
- 794 payments totaling over \$710,000 made to landlords to ensure renters in Aroostook County remain safely in their home from April 16 to September 30, 2020. There were 430 applications to the COVID-19 Rental Assistance Program. These households all rented a home or apartment in Aroostook County and attested to the inability to pay rent due to a reduction in income due to Covid-19.
- Provision of temporary overflow shelter created with partners at MaineHousing, University of Maine at Presque Isle, Aroostook Emergency Management Association, City of Presque Isle and Homeless Services of Aroostook. Between April 9-June 30, 2020. Individuals were cared for with 557 shelter bed nights and 1630 meals. Fifteen individuals were housed in the Hope and Prosperity Wellness Shelter.
- Utility assistance provided to 196 households through Emergency Food and Shelter CARES Act Funding locally administered by United Way of Aroostook.
- Distribution of dental kits to 4,000 children county wide.
- Guidance on workforce or employment assistance to individuals through almost 400 calls.
- Access to over 100,500 meals prepared and delivered to families with young children throughout Aroostook County.
- Diapers and wipes distributed to 134 households.
- Coaching support made available for existing clients and 172 new clients, many of whom were requesting assistance for the first time.
- WIC benefits provided to 80 new families.
- Garden kits delivered to 250 kids through Snap-Ed and Let's Go Program.

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Aroostook County Action Program

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By the numbers...

22

number of occasions ACAP provided services to
Town Name residents in 2020

\$22,510.31

total invested in supporting individuals and families in **Weston** between
October 1, 2019 and September 30, 2020

Comprehensive Service Approach

Our entire team is committed to this delivery model ensuring clients are connected to all of the programs and services that they need. ACAP Coaching Services are available to individuals and families. Our coaches work with clients on overcoming challenges and identify pathways to achieving their goals. Coaches work alongside individuals and families offering guidance and support along the way.



Early Care & Education

We provide families with comprehensive and affordable high quality prenatal, infant, toddler and preschool education, and child development programs.



Economic Development

We provide resources to assist individuals and families reach their goals. Our team provides the supports and resources to help achieve economic stability and sustainability.



Energy & Housing

We keep people warm, safe, and dry in their homes with a variety of programs that offer education or assistance in the areas of heating, energy efficiency, home purchase, repair and assistance for those facing foreclosure or eviction.



Prevention & Wellness

We build a stronger, healthier community by partnering with local and statewide organizations to offer prevention services that focus on nutrition, oral health, substance use, tobacco, and obesity.

ACAP served HOUSEHOLDS in Weston as follows:

	15	Households received financial assistance to heat their home through the Home Energy Assistance Program (HEAP).	\$12,560.44
	*	Households were provided a comprehensive energy audit. The results of which determine energy conservation measures that were completed.	*
	1	Households had repair work completed on their home to ensure they could live safely.	\$2,158.25
	1	Households received assistance for repairing or replacing dangerous or malfunctioning heating systems.	\$5,250
	1	Households received financial assistance through the Energy Crisis Intervention Program (ECIP) to obtain emergency fuel delivery or prevent an electrical disconnect	\$325
	*	Households, otherwise not eligible for support through Federal or State programs, received assistance to get them through emergency with emergent needs including food, shelter, or fuel assistance.	*

ACAP served YOUTH in Weston as follows:

	3	Families received education and food vouchers to assist children at nutritional risk, or pregnant or nursing women. The food vouchers are redeemed at local grocery stores for fruits, vegetables, dairy and whole grain products.	\$2,002.34
	*	Youth and Adults were provided education, resources, and evidence-based programming for reducing the use of alcohol, marijuana, and drug use.	*
	1	Moms received Breastfeeding Education and Support to encourage breastfeeding as primary source of infant nutrition.	\$214.29
	*	Families were provided education and activities that contribute to obesity prevention and overall health, all to improve the likelihood that families will make healthy food choices and choose physically active lifestyles. <i>(This program is only in Southern Aroostook County, per funding guidelines.)</i>	*
	*	Families were provided comprehensive services (coaching), including personal guidance, support and advocacy, as well as home energy reduction, financial literacy, job training, education and assistance securing employment, among others.	*

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ACAP served FAMILIES in Weston as follows:

	*	Youth age 13 to 18 were assisted to address the harm they caused and repair their relationship with the community through the County Restorative Practice Program.	*
	*	Young adults age 16 to 24 took part in financial literacy classes as part of the Improving Outcomes for Youth Program.	*
	*	Children in preschool through grade 5 received dental sealants at no cost through our oral health program, which operates on-site at all County public elementary schools.	*
	*	Children in preschool through grade 5 were provided clinical assessments, dental cleanings, and other oral health care through our Kids Integrated Dental Services Program.	*
	*	Children ages three and four received comprehensive Head Start services through a licensed ACAP Early Care and Education Center.	*
	*	Children or Moms-to-be participated in ACAP's Early Head Start program that provides comprehensive child development services, prenatally through age three.	*
	*	Children infancy to six years of age enrolled in ACAP's licensed childcare facilities.	*
	*	Children provided with food meeting USDA nutritional guidelines at licensed child care facilities through the Child Care Food Program.	*
	*	Youth engaged in activity to encourage healthy behaviors to reduce childhood obesity.	*

ACAP served ADULTS in Weston as follows:

	*	Individuals were provided assistance to train for future employment through Workforce Innovation Opportunity Act Fund.	*
	*	Adults provided assistance to train for future employment through Workforce Innovation Opportunity Funds after a job loss.	*
	*	Individuals took part in the hoMEworks Homebuyer Education Class.	*
	*	Individuals were provided Homeownership Support counseling because they were at risk of falling behind on their mortgage payments or facing foreclosure	*

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All of our services are reflected in our 2021 Directory of Services.

Aroostook County Collectively:

	209	Adults received free individualized assistance on all aspects of the Healthcare Marketplace including determining eligibility, comparing options, accessing tax credits and applying for coverage.	\$8,585
	110	Youth Age 12 to 14 were trained to engage their peers in a conversations about the risks associated with tobacco use.	\$200,991
	33	Households provided assistance replacing home heating oil tanks that were considered high risk of discharging oil into the environment.	\$101,847
	46	Children between the ages of 3 and 5 with developmental disabilities were provided specially designed instruction and educational support through ACAP's Early Intervention Services.	\$400,000

Response to the COVID 19 Pandemic:

- Over 100 households with job loss supported through the home energy assistance program.
- 794 payments totaling over \$710,000 made to landlords to ensure renters in Aroostook County remain safely in their home from April 16 to September 30, 2020. There were 430 applications to the COVID-19 Rental Assistance Program. These households all rented a home or apartment in Aroostook County and attested to the inability to pay rent due to a reduction in income due to Covid-19.
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2020 Report of Services for the Community of Winterville (Inc. Quimby)



By the numbers...

11

number of occasions ACAP provided services to
Town Name residents in 2020

\$8,202.78

total invested in supporting individuals and families in **Winterville (Inc. Quimby)** between October 1, 2019 and September 30, 2020

Comprehensive Service Approach

Our entire team is committed to this delivery model ensuring clients are connected to all of the programs and services that they need. ACAP Coaching Services are available to individuals and families. Our coaches work with clients on overcoming challenges and identify pathways to achieving their goals. Coaches work alongside individuals and families offering guidance and support along the way.



Early Care & Education

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Economic Development

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Energy & Housing

We keep people warm, safe, and dry in their homes with a variety of programs that offer education or assistance in the areas of heating, energy efficiency, home purchase, repair and assistance for those facing foreclosure or eviction.



Prevention & Wellness

We build a stronger, healthier community by partnering with local and statewide organizations to offer prevention services that focus on nutrition, oral health, substance use, tobacco, and obesity.

Aroostook County Action Program, Inc. provides services and resources that help families achieve greater economic independence. As a lead or in partnership with others, ACAP strengthens the community by responding to human need.

ACAP served HOUSEHOLDS in Winterville (Inc. Quimby) as follows:

	7	Households received financial assistance to heat their home through the Home Energy Assistance Program (HEAP).	\$5,533
	*	Households were provided a comprehensive energy audit. The results of which determine energy conservation measures that were completed.	*
	*	Households had repair work completed on their home to ensure they could live safely.	*
	*	Households received assistance for repairing or replacing dangerous or malfunctioning heating systems.	*
	*	Households received financial assistance through the Energy Crisis Intervention Program (ECIP) to obtain emergency fuel delivery or prevent an electrical disconnect	*
	*	Households, otherwise not eligible for support through Federal or State programs, received assistance to get them through emergency with emergent needs including food, shelter, or fuel assistance.	*

ACAP served YOUTH in Winterville (Inc. Quimby) as follows:

	4	Families received education and food vouchers to assist children at nutritional risk, or pregnant or nursing women. The food vouchers are redeemed at local grocery stores for fruits, vegetables, dairy and whole grain products.	\$2,669.79
	*	Youth and Adults were provided education, resources, and evidence-based programming for reducing the use of alcohol, marijuana, and drug use.	*
	*	Moms received Breastfeeding Education and Support to encourage breastfeeding as primary source of infant nutrition.	*
	*	Families were provided education and activities that contribute to obesity prevention and overall health, all to improve the likelihood that families will make healthy food choices and choose physically active lifestyles. <i>(This program is only in Southern Aroostook County, per funding guidelines.)</i>	*
	*	Families were provided comprehensive services (coaching), including personal guidance, support and advocacy, as well as home energy reduction, financial literacy, job training, education and assistance securing employment, among others.	*

**In columns throughout this report where no units or service of investment amount is noted, that specific service was not accessed by members of your community in 2020. We have included these in your report to make you aware of these services as you work with individuals and families in your community who may benefit.*

ACAP served FAMILIES in Winterville (Inc. Quimby) as follows:

	*	Youth age 13 to 18 were assisted to address the harm they caused and repair their relationship with the community through the County Restorative Practice Program.	*
	*	Young adults age 16 to 24 took part in financial literacy classes as part of the Improving Outcomes for Youth Program.	*
	*	Children in preschool through grade 5 received dental sealants at no cost through our oral health program, which operates on-site at all County public elementary schools.	*
	*	Children in preschool through grade 5 were provided clinical assessments, dental cleanings, and other oral health care through our Kids Integrated Dental Services Program.	*
	*	Children ages three and four received comprehensive Head Start services through a licensed ACAP Early Care and Education Center.	*
	*	Children or Moms-to-be participated in ACAP's Early Head Start program that provides comprehensive child development services, prenatally through age three.	*
	*	Children infancy to six years of age enrolled in ACAP's licensed childcare facilities.	*
	*	Children provided with food meeting USDA nutritional guidelines at licensed child care facilities through the Child Care Food Program.	*
	*	Youth engaged in activity to encourage healthy behaviors to reduce childhood obesity.	*

ACAP served ADULTS in Winterville (Inc. Quimby) as follows:

	*	Individuals were provided assistance to train for future employment through Workforce Innovation Opportunity Act Fund.	*
	*	Adults provided assistance to train for future employment through Workforce Innovation Opportunity Funds after a job loss.	*
	*	Individuals took part in the hoMEworks Homebuyer Education Class.	*
	*	Individuals were provided Homeownership Support counseling because they were at risk of falling behind on their mortgage payments or facing foreclosure	*

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All of our services are reflected in our 2021 Directory of Services.

Aroostook County Collectively:

	209	Adults received free individualized assistance on all aspects of the Healthcare Marketplace including determining eligibility, comparing options, accessing tax credits and applying for coverage.	\$8,585
	110	Youth Age 12 to 14 were trained to engage their peers in a conversations about the risks associated with tobacco use.	\$200,991
	33	Households provided assistance replacing home heating oil tanks that were considered high risk of discharging oil into the environment.	\$101,847
	46	Children between the ages of 3 and 5 with developmental disabilities were provided specially designed instruction and educational support through ACAP's Early Intervention Services.	\$400,000

Response to the COVID 19 Pandemic:

- Over 100 households with job loss supported through the home energy assistance program.
- 794 payments totaling over \$710,000 made to landlords to ensure renters in Aroostook County remain safely in their home from April 16 to September 30, 2020. There were 430 applications to the COVID-19 Rental Assistance Program. These households all rented a home or apartment in Aroostook County and attested to the inability to pay rent due to a reduction in income due to Covid-19.
- Provision of temporary overflow shelter created with partners at MaineHousing, University of Maine at Presque Isle, Aroostook Emergency Management Association, City of Presque Isle and Homeless Services of Aroostook. Between April 9-June 30, 2020. Individuals were cared for with 557 shelter bed nights and 1630 meals. Fifteen individuals were housed in the Hope and Prosperity Wellness Shelter.
- Utility assistance provided to 196 households through Emergency Food and Shelter CARES Act Funding locally administered by United Way of Aroostook.
- Distribution of dental kits to 4,000 children county wide.
- Guidance on workforce or employment assistance to individuals through almost 400 calls.
- Access to over 100,500 meals prepared and delivered to families with young children throughout Aroostook County.
- Diapers and wipes distributed to 134 households.
- Coaching support made available for existing clients and 172 new clients, many of whom were requesting assistance for the first time.
- WIC benefits provided to 80 new families.
- Garden kits delivered to 250 kids through Snap-Ed and Let's Go Program.

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Aroostook County Action Program

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2020 Report of Services for the Community of Woodland



By the numbers...

277

number of occasions ACAP provided services to
Town Name residents in 2020

\$218,357.37

total invested in supporting individuals and families in **Woodland** between
October 1, 2019 and September 30, 2020

Comprehensive Service Approach

Our entire team is committed to this delivery model ensuring clients are connected to all of the programs and services that they need. ACAP Coaching Services are available to individuals and families. Our coaches work with clients on overcoming challenges and identify pathways to achieving their goals. Coaches work alongside individuals and families offering guidance and support along the way.



Early Care & Education

We provide families with comprehensive and affordable high quality prenatal, infant, toddler and preschool education, and child development programs.



Economic Development

We provide resources to assist individuals and families reach their goals. Our team provides the supports and resources to help achieve economic stability and sustainability.



Energy & Housing

We keep people warm, safe, and dry in their homes with a variety of programs that offer education or assistance in the areas of heating, energy efficiency, home purchase, repair and assistance for those facing foreclosure or eviction.



Prevention & Wellness

We build a stronger, healthier community by partnering with local and statewide organizations to offer prevention services that focus on nutrition, oral health, substance use, tobacco, and obesity.

Aroostook County Action Program, Inc. provides services and resources that help families achieve greater economic independence. As a lead or in partnership with others, ACAP strengthens the community by responding to human need.

ACAP served HOUSEHOLDS in Woodland as follows:

	96	Households received financial assistance to heat their home through the Home Energy Assistance Program (HEAP).	\$88,165
	2	Households were provided a comprehensive energy audit. The results of which determine energy conservation measures that were completed.	\$14,193.12
	4	Households had repair work completed on their home to ensure they could live safely.	\$20,445.98
	8	Households received assistance for repairing or replacing dangerous or malfunctioning heating systems.	\$9,343.30
	22	Households received financial assistance through the Energy Crisis Intervention Program (ECIP) to obtain emergency fuel delivery or prevent an electrical disconnect	\$7,371.09
	4	Households, otherwise not eligible for support through Federal or State programs, received assistance to get them through emergency with emergent needs including food, shelter, or fuel assistance.	\$942.86

ACAP served YOUTH in Woodland as follows:

	25	Families received education and food vouchers to assist children at nutritional risk, or pregnant or nursing women. The food vouchers are redeemed at local grocery stores for fruits, vegetables, dairy and whole grain products.	\$16,686.17
	*	Youth and Adults were provided education, resources, and evidence-based programming for reducing the use of alcohol, marijuana, and drug use.	*
	3	Moms received Breastfeeding Education and Support to encourage breastfeeding as primary source of infant nutrition.	\$642.87
	*	Families were provided education and activities that contribute to obesity prevention and overall health, all to improve the likelihood that families will make healthy food choices and choose physically active lifestyles. <i>(This program is only in Southern Aroostook County, per funding guidelines.)</i>	*
	*	Families were provided comprehensive services (coaching), including personal guidance, support and advocacy, as well as home energy reduction, financial literacy, job training, education and assistance securing employment, among others.	*

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ACAP served FAMILIES in Woodland as follows:

	1	Youth age 13 to 18 were assisted to address the harm they caused and repair their relationship with the community through the County Restorative Practice Program.	\$3,928.57
	*	Young adults age 16 to 24 took part in financial literacy classes as part of the Improving Outcomes for Youth Program.	*
	50	Children in preschool through grade 5 received dental sealants at no cost through our oral health program, which operates on-site at all County public elementary schools.	\$1,394.69
	24	Children in preschool through grade 5 were provided clinical assessments, dental cleanings, and other oral health care through our Kids Integrated Dental Services Program.	\$1,173.13
	1	Children ages three and four received comprehensive Head Start services through a licensed ACAP Early Care and Education Center.	\$14,524.40
	1	Children or Moms-to-be participated in ACAP's Early Head Start program that provides comprehensive child development services, prenatally through age three.	\$14,524.40
	2	Children infancy to six years of age enrolled in ACAP's licensed childcare facilities.	\$8,962.96
	4	Children provided with food meeting USDA nutritional guidelines at licensed child care facilities through the Child Care Food Program.	\$3,104.52
	14	Youth engaged in activity to encourage healthy behaviors to reduce childhood obesity.	\$114.05

ACAP served ADULTS in Woodland as follows:

	3	Individuals were provided assistance to train for future employment through Workforce Innovation Opportunity Act Fund.	\$6,528.99
	2	Adults provided assistance to train for future employment through Workforce Innovation Opportunity Funds after a job loss.	\$6,513.30
	6	Individuals took part in the hoMEworks Homebuyer Education Class.	\$474.10
	1	Individuals were provided Homeownership Support counseling because they were at risk of falling behind on their mortgage payments or facing foreclosure	\$1,000

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Aroostook County Collectively:

	209	Adults received free individualized assistance on all aspects of the Healthcare Marketplace including determining eligibility, comparing options, accessing tax credits and applying for coverage.	\$8,585
	110	Youth Age 12 to 14 were trained to engage their peers in a conversations about the risks associated with tobacco use.	\$200,991
	33	Households provided assistance replacing home heating oil tanks that were considered high risk of discharging oil into the environment.	\$101,847
	46	Children between the ages of 3 and 5 with developmental disabilities were provided specially designed instruction and educational support through ACAP's Early Intervention Services.	\$400,000

Response to the COVID 19 Pandemic:

- Over 100 households with job loss supported through the home energy assistance program.
- 794 payments totaling over \$710,000 made to landlords to ensure renters in Aroostook County remain safely in their home from April 16 to September 30, 2020. There were 430 applications to the COVID-19 Rental Assistance Program. These households all rented a home or apartment in Aroostook County and attested to the inability to pay rent due to a reduction in income due to Covid-19.
- Provision of temporary overflow shelter created with partners at MaineHousing, University of Maine at Presque Isle, Aroostook Emergency Management Association, City of Presque Isle and Homeless Services of Aroostook. Between April 9-June 30, 2020. Individuals were cared for with 557 shelter bed nights and 1630 meals. Fifteen individuals were housed in the Hope and Prosperity Wellness Shelter.
- Utility assistance provided to 196 households through Emergency Food and Shelter CARES Act Funding locally administered by United Way of Aroostook.
- Distribution of dental kits to 4,000 children county wide.
- Guidance on workforce or employment assistance to individuals through almost 400 calls.
- Access to over 100,500 meals prepared and delivered to families with young children throughout Aroostook County.
- Diapers and wipes distributed to 134 households.
- Coaching support made available for existing clients and 172 new clients, many of whom were requesting assistance for the first time.
- WIC benefits provided to 80 new families.
- Garden kits delivered to 250 kids through Snap-Ed and Let's Go Program.

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2020 Report of Services for the Community of Wytopitlock



By the numbers...

12

number of occasions ACAP provided services to
Town Name residents in 2020

\$24,773.18

total invested in supporting individuals and families in **Wytopitlock** between
October 1, 2019 and September 30, 2020

Comprehensive Service Approach

Our entire team is committed to this delivery model ensuring clients are connected to all of the programs and services that they need. ACAP Coaching Services are available to individuals and families. Our coaches work with clients on overcoming challenges and identify pathways to achieving their goals. Coaches work alongside individuals and families offering guidance and support along the way.



Early Care & Education

We provide families with comprehensive and affordable high quality prenatal, infant, toddler and preschool education, and child development programs.



Economic Development

We provide resources to assist individuals and families reach their goals. Our team provides the supports and resources to help achieve economic stability and sustainability.



Energy & Housing

We keep people warm, safe, and dry in their homes with a variety of programs that offer education or assistance in the areas of heating, energy efficiency, home purchase, repair and assistance for those facing foreclosure or eviction.



Prevention & Wellness

We build a stronger, healthier community by partnering with local and statewide organizations to offer prevention services that focus on nutrition, oral health, substance use, tobacco, and obesity.

Aroostook County Action Program, Inc. provides services and resources that help families achieve greater economic independence. As a lead or in partnership with others, ACAP strengthens the community by responding to human need.

ACAP served HOUSEHOLDS in Wytopitlock as follows:

	5	Households received financial assistance to heat their home through the Home Energy Assistance Program (HEAP).	\$5,214
	*	Households were provided a comprehensive energy audit. The results of which determine energy conservation measures that were completed.	*
	2	Households had repair work completed on their home to ensure they could live safely.	\$17,370
	*	Households received assistance for repairing or replacing dangerous or malfunctioning heating systems.	*
	*	Households received financial assistance through the Energy Crisis Intervention Program (ECIP) to obtain emergency fuel delivery or prevent an electrical disconnect	*
	1	Households, otherwise not eligible for support through Federal or State programs, received assistance to get them through emergency with emergent needs including food, shelter, or fuel assistance.	\$320

ACAP served YOUTH in Wytopitlock as follows:

	2	Families received education and food vouchers to assist children at nutritional risk, or pregnant or nursing women. The food vouchers are redeemed at local grocery stores for fruits, vegetables, dairy and whole grain products.	\$1,334.89
	*	Youth and Adults were provided education, resources, and evidence-based programming for reducing the use of alcohol, marijuana, and drug use.	*
	1	Moms received Breastfeeding Education and Support to encourage breastfeeding as primary source of infant nutrition.	\$214.29
	*	Families were provided education and activities that contribute to obesity prevention and overall health, all to improve the likelihood that families will make healthy food choices and choose physically active lifestyles. <i>(This program is only in Southern Aroostook County, per funding guidelines.)</i>	*
	*	Families were provided comprehensive services (coaching), including personal guidance, support and advocacy, as well as home energy reduction, financial literacy, job training, education and assistance securing employment, among others.	*

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ACAP served FAMILIES in Wytopitlock as follows:

	*	Youth age 13 to 18 were assisted to address the harm they caused and repair their relationship with the community through the County Restorative Practice Program.	*
	*	Young adults age 16 to 24 took part in financial literacy classes as part of the Improving Outcomes for Youth Program.	*
	*	Children in preschool through grade 5 received dental sealants at no cost through our oral health program, which operates on-site at all County public elementary schools.	*
	*	Children in preschool through grade 5 were provided clinical assessments, dental cleanings, and other oral health care through our Kids Integrated Dental Services Program.	*
	*	Children ages three and four received comprehensive Head Start services through a licensed ACAP Early Care and Education Center.	*
	*	Children or Moms-to-be participated in ACAP's Early Head Start program that provides comprehensive child development services, prenatally through age three.	*
	*	Children infancy to six years of age enrolled in ACAP's licensed childcare facilities.	*
	*	Children provided with food meeting USDA nutritional guidelines at licensed child care facilities through the Child Care Food Program.	*
	*	Youth engaged in activity to encourage healthy behaviors to reduce childhood obesity.	*

ACAP served ADULTS in Wytopitlock as follows:

	*	Individuals were provided assistance to train for future employment through Workforce Innovation Opportunity Act Fund.	*
	*	Adults provided assistance to train for future employment through Workforce Innovation Opportunity Funds after a job loss.	*
	*	Individuals took part in the hoMEworks Homebuyer Education Class.	*
	*	Individuals were provided Homeownership Support counseling because they were at risk of falling behind on their mortgage payments or facing foreclosure	*

Although overall units of service and total dollars invested figures on the front page represent the overall cumulative numbers in your community, this report does not include all of the individual programs ACAP administers that benefit your community.

All of our services are reflected in our 2021 Directory of Services.

Aroostook County Collectively:

	209	Adults received free individualized assistance on all aspects of the Healthcare Marketplace including determining eligibility, comparing options, accessing tax credits and applying for coverage.	\$8,585
	110	Youth Age 12 to 14 were trained to engage their peers in a conversations about the risks associated with tobacco use.	\$200,991
	33	Households provided assistance replacing home heating oil tanks that were considered high risk of discharging oil into the environment.	\$101,847
	46	Children between the ages of 3 and 5 with developmental disabilities were provided specially designed instruction and educational support through ACAP's Early Intervention Services.	\$400,000

Response to the COVID 19 Pandemic:

- Over 100 households with job loss supported through the home energy assistance program.
- 794 payments totaling over \$710,000 made to landlords to ensure renters in Aroostook County remain safely in their home from April 16 to September 30, 2020. There were 430 applications to the COVID-19 Rental Assistance Program. These households all rented a home or apartment in Aroostook County and attested to the inability to pay rent due to a reduction in income due to Covid-19.
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- Utility assistance provided to 196 households through Emergency Food and Shelter CARES Act Funding locally administered by United Way of Aroostook.
- Distribution of dental kits to 4,000 children county wide.
- Guidance on workforce or employment assistance to individuals through almost 400 calls.
- Access to over 100,500 meals prepared and delivered to families with young children throughout Aroostook County.
- Diapers and wipes distributed to 134 households.
- Coaching support made available for existing clients and 172 new clients, many of whom were requesting assistance for the first time.
- WIC benefits provided to 80 new families.
- Garden kits delivered to 250 kids through Snap-Ed and Let's Go Program.

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2020 Report of Services for the Community of Aroostook County



By the numbers...

25,060

number of occasions ACAP provided services to
Town Name residents in 2020

\$14,381,680.41

total invested in supporting individuals and families in **Aroostook County**
between October 1, 2019 and September 30, 2020

Comprehensive Service Approach

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Early Care & Education

We provide families with comprehensive and affordable high quality prenatal, infant, toddler and preschool education, and child development programs.



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Energy & Housing

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Prevention & Wellness

We build a stronger, healthier community by partnering with local and statewide organizations to offer prevention services that focus on nutrition, oral health, substance use, tobacco, and obesity.

Aroostook County Action Program, Inc. provides services and resources that help families achieve greater economic independence. As a lead or in partnership with others, ACAP strengthens the community by responding to human need.

ACAP served HOUSEHOLDS in Aroostook County as follows:

	4,408	Households received financial assistance to heat their home through the Home Energy Assistance Program (HEAP).	\$3,128,273.96
	57	Households were provided a comprehensive energy audit. The results of which determine energy conservation measures that were completed.	\$388,075.39
	67	Households had repair work completed on their home to ensure they could live safely.	\$681,271.03
	287	Households received assistance for repairing or replacing dangerous or malfunctioning heating systems.	\$777,943.89
	432	Households received financial assistance through the Energy Crisis Intervention Program (ECIP) to obtain emergency fuel delivery or prevent an electrical disconnect	\$172,202.75
	255	Households, otherwise not eligible for support through Federal or State programs, received assistance to get them through emergency with emergent needs including food, shelter, or fuel assistance.	\$63,734.29

ACAP served YOUTH in Aroostook County as follows:

	1,742	Families received education and food vouchers to assist children at nutritional risk, or pregnant or nursing women. The food vouchers are redeemed at local grocery stores for fruits, vegetables, dairy and whole grain products.	\$1,162,692
	1,423	Youth and Adults were provided education, resources, and evidence-based programming for reducing the use of alcohol, marijuana, and drug use.	\$116,244.87
	131	Moms received Breastfeeding Education and Support to encourage breastfeeding as primary source of infant nutrition.	\$28,071.99
	445	Families were provided education and activities that contribute to obesity prevention and overall health, all to improve the likelihood that families will make healthy food choices and choose physically active lifestyles. <i>(This program is only in Southern Aroostook County, per funding guidelines.)</i>	\$72,869
	264	Families were provided comprehensive services (coaching), including personal guidance, support and advocacy, as well as home energy reduction, financial literacy, job training, education and assistance securing employment, among others.	\$152,588

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ACAP served FAMILIES in Aroostook County as follows:

	42	Youth age 13 to 18 were assisted to address the harm they caused and repair their relationship with the community through the County Restorative Practice Program.	\$165,000
	33	Young adults age 16 to 24 took part in financial literacy classes as part of the Improving Outcomes for Youth Program.	\$209,410.02
	2,192	Children in preschool through grade 5 received dental sealants at no cost through our oral health program, which operates on-site at all County public elementary schools.	\$61,143
	576	Children in preschool through grade 5 were provided clinical assessments, dental cleanings, and other oral health care through our Kids Integrated Dental Services Program.	\$28,155
	210	Children ages three and four received comprehensive Head Start services through a licensed ACAP Early Care and Education Center.	\$3,050,123.40
	108	Children or Moms-to-be participated in ACAP's Early Head Start program that provides comprehensive child development services, prenatally through age three.	\$3,050,123.40
	135	Children infancy to six years of age enrolled in ACAP's licensed childcare facilities.	\$604,999.83
	729	Children provided with food meeting USDA nutritional guidelines at licensed child care facilities through the Child Care Food Program.	\$566,574.90
	10,643	Youth engaged in activity to encourage healthy behaviors to reduce childhood obesity.	\$86,700

ACAP served ADULTS in Aroostook County as follows:

	\$71	Individuals were provided assistance to train for future employment through Workforce Innovation Opportunity Act Fund.	\$154,520
	26	Adults provided assistance to train for future employment through Workforce Innovation Opportunity Funds after a job loss.	\$84,673
	220	Individuals took part in the hoMEworks Homebuyer Education Class.	\$17,348
	45	Individuals were provided Homeownership Support counseling because they were at risk of falling behind on their mortgage payments or facing foreclosure	\$45,000

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Aroostook County Collectively:

	209	Adults received free individualized assistance on all aspects of the Healthcare Marketplace including determining eligibility, comparing options, accessing tax credits and applying for coverage.	\$8,585
	110	Youth Age 12 to 14 were trained to engage their peers in a conversations about the risks associated with tobacco use.	\$200,991
	33	Households provided assistance replacing home heating oil tanks that were considered high risk of discharging oil into the environment.	\$101,847
	46	Children between the ages of 3 and 5 with developmental disabilities were provided specially designed instruction and educational support through ACAP's Early Intervention Services.	\$400,000

Response to the COVID 19 Pandemic:

- Over 100 households with job loss supported through the home energy assistance program.
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