

# Norwell Impact Report



South Shore Community Action Council (SSCAC) works to eliminate poverty on the South Shore by coordinating, strengthening, and supplementing community efforts to empower individuals and families so they can live in decency and with dignity, realize their full potential, and participate to the extent of their capabilities in all that our communities have to offer. Through our 2023 Community Needs Assessment Survey, low-income Norwell residents identified the ability to pay heat and utility bills, affordable housing, and access to affordable food as their three most critical needs. In addition to providing services to residents of Norwell to address those needs and more, SSCAC operated as an economic conduit, bringing private, local, state, and federal funding to Norwell and the South Shore.



PHOTO COURTESY: WIKIMEDIA COMMONS

## 2024 PROGRAM & SERVICE DOLLARS

SERVICE DOLLARS EXPENDED ON BEHALF OF LOW-INCOME NORWELL RESIDENTS OF ALL AGES IN 2024



213 Residents  
Served



173 Households  
Served



89 Residents  
Kept Warm

### SSCAC'S PROGRAMS AND SERVICES AVAILABLE TO NORWELL RESIDENTS

Appliance Management Program, Consumer Aid, Emergency Assistance and Case Management, Fuel Assistance, Heating System Repair and Replacement (HEARTWAP), South Shore Early Education, South Shore Family Network, Transportation for the Elderly and Disabled, Volunteer Income Tax Assistance (VITA), and Weatherization





# Making a Difference for Norwell Residents

## SSCAC SERVED 213 NORWELL RESIDENTS IN 2024

Struggling to make ends meet with the high cost of household basics, low- and moderate-income individuals and families are cutting back on prescriptions and food to pay for less “discretionary” expenses such as rent, mortgage, utilities, and transportation. SSCAC and our community partners are rising to the challenge and made a powerful difference in the lives of thousands of South Shore residents in the past year. We hosted a month-long March Mania food drive tournament that collected over 16,000 pounds of food. Our Transportation program secured additional funding to expand its service reach so greater numbers of older adults and individuals with disabilities accessed the healthcare and services they need. We prevented homelessness for 29 people and utility shut-off for 1,659 people. And we fostered a love of learning through early education for 1,278 children. On behalf of the thousands of children, seniors, and families whose lives we touch each year, we remain ever-grateful to our dedicated community partners who support our mission to ensure everyone in our communities is safe, warm, and healthy.

### NORWELL CLIENT CHARACTERISTICS

|                                 |     |
|---------------------------------|-----|
| Female                          | 56% |
| 0-17 Years Old                  | 11% |
| 65 Years or Older               | 49% |
| At or Below 100% Poverty Level  | 11% |
| Single Person Household         | 58% |
| High School Graduate or Greater | 80% |
| Active Military or Veteran      | 4%  |
| Disabled                        | 19% |
| Retired                         | 44% |
| Homeowners                      | 80% |

## SSCAC SERVED 28,970 PEOPLE IN 2024

### “ Community Speaks ”

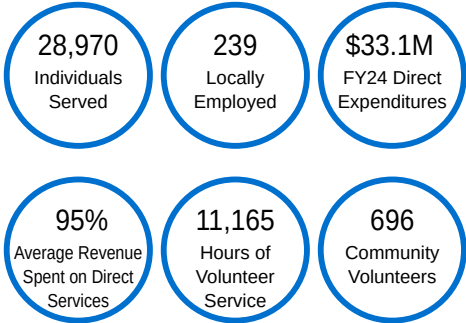
*My family has been through a lot. There have been so many challenges and obstacles. But knowing that hard work is acknowledged and having your support and understanding has been substantial. It's because of people like you that I don't give up!*

### #OurCommunityInAction

As the Community Action Agency for Norwell, our Board of Directors includes a seat designated for a member or representative of the town's Select Board. Our Board of Directors also includes Community Representatives and Low-Income Representatives.

#### Other towns in our primary service area are:

Carver, Duxbury, Hanover, Hull, Kingston, Marshfield, Pembroke, Plymouth, Plympton, and Scituate



### South Shore Community Action Council

For more information visit [sscac.org](https://sscac.org), follow us on social media or call 508-747-7575

**89**  
Residents

#### HOME ENERGY ASSISTANCE (FUEL ASSISTANCE)

Norwell residents stayed safe and warm through **\$91,096** in direct payments made by SSCAC to local home heating companies.

**5**  
Residents

#### ENERGY CONSERVATION

Lowered utility bills for Norwell residents through Weatherization, Appliance Management and Heating System Repair and Replacement totaling **\$49,707**.

**45**  
Residents

#### TRANSPORTATION

Elderly and disabled Norwell residents with no means of transportation accessed medical, adult day health, and social service appointments in handicap accessible vehicles with specially trained drivers.

**4**  
Residents

#### VOLUNTEER INCOME TAX ASSISTANCE

Norwell taxpayers saved **\$1,292** in tax preparation fees and received **\$3,971** in state and federal refunds through free, electronic preparation and filing of tax returns.

**53**  
Children

#### SOUTH SHORE FAMILY NETWORK

Free community-based parent-child playgroups and family support activities focused on early literacy and S.T.E.M., parenting, child development, and kindergarten readiness, resulting parents improving skills as caregivers.

**11**  
Households

#### CONSUMER AID

Consumer education and mediation of consumer complaints for residents of Norwell resulting in \$368 in resolutions.

**11**  
Residents

#### EMERGENCY ASSISTANCE AND FINANCIAL STABILITY

Helping households in crisis with information, referrals, case management, and financial assistance totaling \$3,270 to avoid eviction or utility shut-off.