

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 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.



\$96,528

2025 PROGRAM & SERVICE DOLLARS

SERVICE DOLLARS EXPENDED ON BEHALF OF LOW-INCOME NORWELL RESIDENTS OF ALL AGES IN 2025



277 Residents Served



173 Households Served



104 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 277 NORWELL RESIDENTS IN 2025

In a year marked by sky-rocketing costs for household basics, many low- and moderate-income families had to make difficult trade-offs between healthcare and food to cover non-discretionary expenses like housing, utilities, and transportation. In response, SSCAC and its community partners stepped forward to provide a vital safety net. Our impact extended beyond immediate crisis relief to foster long-term financial and family stability - from mobilizing food security initiatives to expanding transportation for older adults and individuals with disabilities; preventing housing displacement and utility shut-off to increasing comprehensive early education opportunities for our youngest learners. We focused on ensuring that our most vulnerable neighbors had access to the resources and care they needed. This work was and continues to be possible only through the unwavering dedication of our employees, volunteers, and community partners. For the thousands of children, seniors, and families whose lives we touched in 2025 and beyond, we stand together, committed to our shared vision where those with so many cards stacked against them have support and resources to achieve their full potential, live with dignity and in decency, and fully participate in our vibrant communities.

CHARACTERISTICS OF SSCAC CLIENTS

| | |
|---------------------------------|-----|
| Female | 62% |
| White | 83% |
| Black/African American | 5% |
| Hispanic/Latinx | 5% |
| 0-17 Years Old | 21% |
| 60 Years or Older | 45% |
| At or Below 100% Poverty Level | 29% |
| Single Person Household | 56% |
| High School Graduate or Greater | 86% |
| Active Military or Veteran | 6% |
| Disabled | 12% |
| Retired | 43% |
| Homeowners | 59% |

97
Residents

HOME ENERGY ASSISTANCE (FUEL ASSISTANCE)

Norwell residents stayed safe and warm through **\$45,367** 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 **\$51,160**.

28
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.

3
Residents

VOLUNTEER INCOME TAX ASSISTANCE

Free State and Federal income tax preparation and e-filing for **3** Norwell residents, securing a combined refund of **\$1,307**.

67
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.

8
Households

CONSUMER AID

Consumer education and mediation of consumer complaints for residents of Norwell resulting in **\$612** in resolutions.

SSCAC SERVED 31,689 PEOPLE IN 2025

“ Community Speaks ”

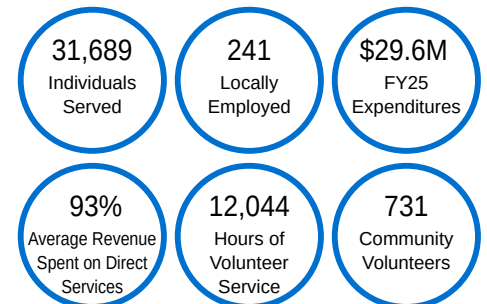
Keeping our home warm was an uphill battle. Your support was a great financial help and gave us peace of mind during a crisis. Thank you!

#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, Halifax, Hanover, Hingham, Hull, Kingston, Marshfield, Norwell, Pembroke, Plymouth, Plympton, and Scituate



South Shore Community Action Council
For more information visit sscac.org, follow us on social media or call 508-747-7575