Our Mission
To strengthen individuals, families and communities in Western Maine by providing diverse programs, by engaging in strategic partnerships, and through advocacy that addresses the barriers to promote economic opportunities for all.

Our Vision
All residents in Western Maine have an opportunity to achieve personal and financial fulfillment.
About Us

Community Concepts is a community based, 501(C) 3 non-profit organization in Maine that has been supporting residents in need in Androscoggin, Oxford and Franklin counties with a dynamic range of transportation, family and housing services since 1965.

Community Concepts also fosters economic development in Maine through its wholly-owned subsidiary, Community Concepts Finance Corporation. CCFC provides home and business loans and financial coaching and education to help people and businesses realize their financial goals.

GOVERNANCE

Community Concepts is governed by an all-volunteer Board of Directors comprised of Maine residents from Androscoggin, Oxford and Franklin counties.

As a Community Action Agency, we are required to have a tripartite board: one-third from families of low-income, one-third from the private sector, and one-third from the public sector.

In addition, several advisory committees with volunteers from across our service area lead the direction of our programs.

STAFF

270+ full-time, paid staff and over 100 volunteers.

Our 5-year Strategic Imperatives

- Maximize our organizational strengths to meet the identified needs of people in our region.
- Diversify our funding streams and broaden our base to enhance our financial stability to meet opportunities and community challenges.
- Transform to a solution-oriented organization that meets our customers’ immediate needs while addressing root cause.
- Align our structures, policies and practices to support staff in achieving our mission.
- Advance our leadership role at all levels of our government and with community stakeholders to drive comprehensive and innovative solutions to our community’s needs.
LEADERSHIP

BOARD OF DIRECTORS
Community Concepts

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Community Concepts Finance Corporation

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Nate Libby  
President, Community Concepts Finance Corporation

Dianne Nelder  
Director of Children’s Services

Sadie Reinhard  
Director of Finance
Fiscal Year 2020 was a year no one could have predicted. The COVID-19 global pandemic indiscriminately took the lives of loved ones, overwhelmed our hospitals and first responders, shut down businesses and forced us to adapt to a new way of life.

Reflecting on where we have been, and with hope that the worst is behind us, I’m proud of the way the staff at CCI have adapted to meet the needs of the community. I begin with a huge thank you to CCI’s Board of Directors whose leadership and support allowed us to successfully navigate these uncharted waters. We started delivering services remotely and even started new programs and services to help our community survive this pandemic. We had an outpouring of support from area businesses and organizations who provided cleaning supplies and personal protective equipment to keep our staff and community safer as we provided essential services. The stories we share on the following pages highlight our efforts to organize and deliver food and other essential items to individuals and families on a weekly basis during the start of pandemic. We also started accepting and processing applications for the state’s rent relief program. As a community action partner or CAP agency, we already have systems in place that can be adapted to launch new programs like rent relief. We also worked with the City of Lewiston, MaineHousing and Maine Department of Health and Human Services and other partners to open a temporary wellness shelter to keep people safe and reduce the risk of community spread of the virus during the pandemic.

Community Concepts Finance Corporation was a lifeline for small businesses and their efforts to support broadband access became even more important during the pandemic. I’m also pleased to report the City of Lewiston and Lewiston Housing Authority were awarded a $30 million grant from the federal government to implement the Growing Our Tree Streets transformation plan and proud of the contribution CCI made in this significant achievement. In another meaningful collaboration, CCI, in partnership with Avesta Housing, has started construction on a 35-unit housing development on the corner of Pine and Blake streets which will be named after our beloved board member Paul Gauvreau whom we lost unexpectedly in April 2020.

As our organization continues to adapt and grow, we remain focused on CCI’s commitment to our work on Race Equity Diversity Inclusion in our organization, through the programs we deliver and the collaborations with area ethnic community-based organizations. I am a member of the SPIRIT leadership team which stands for Site Problem Identification and Resolution of Issues Together, a joint effort of the Cities of Auburn and Lewiston and many partners to embrace our rich diversity as an asset to ensure a bright future for all residents.

The following stories are just a snapshot of some of the ways we supported the community throughout the pandemic. I’d like to extend a special thanks to our frontline staff, healthcare and first responder workers and all other essential workers who are getting us through the pandemic. Thank you for being there for us.

Shawn Yardley, CEO

Shawn Yardley, CEO
The program started in late 2019, providing around 55 families from two Head Start sites with food packs every other week explained Alex Smith, Children’s Services Health Program Manager. The intention was to expand the program to all 15 Head Start sites in Oxford and Franklin counties over time, but the pandemic changed those plans. Once all sites closed in March 2020, staff quickly revamped their system and started providing weekly food packs to more than 300 families across the organization.

“We wanted to make sure families had as much supplemental food as possible and we also paired it with items like toothbrushes, slippers, education packets and sanitation materials too,” said Smith.

With one in five Maine children food insecure, staff in the Community Concepts Children’s Service program explored ways they could support families and reached out to Good Shepherd Food Bank to provide supplemental food packs to families in need.
Dianne Nelder, the director of Children’s Services, explained educational packets were sent to all Head Start families every two weeks which included fun activities and educational opportunities for growth. “Teachers from every site also read stories every day on Facebook. It was essential we stayed connected with our families and offer learning opportunities through online platforms like Zoom and Facebook,” added Nelder.

Staff and volunteers were delivering food to families as well as offering drive-thru pick-ups at various Head Start locations. During the summer months, food distribution continued and around 350 families were receiving 15-pound food bags every week. By the end of September 2020, the Head Start program provided 245,744 meals to families which included 82,421 meals beyond the meal services typically provided at sites.

“Staff used their personal vehicles for about 140 trips to Good Shepherd Food bank and our Head Start sites, delivering around 98,900 pounds of food to families,” said Nelder. “Once our sites were able to reopen in the fall, we also established seven food pantries at our larger site locations so families could have easy access to food.”

Several area businesses also reached out to Community Concepts to support the community. Dirigo Federal Credit Union donated face masks for staff that were shared with community partners including Trinity Jubilee Center and ethnic community-based organizations. The Auburn Walmart store management and their team members helped load several staff vehicles with pallets of donated food, children’s toys, and other supplies. The Oxford Walmart and Tilton’s Market in Buckfield also donated food. L.L. Bean also supported our community with shelf-stable healthy food boxes distributed to more than 300 families through our partnership with Good Shepherd Food Bank as well as provided critical supplies for our temporary wellness shelter. Goodman Wiper and Paper of Auburn supplied highly coveted toilet paper and paper towels.

“Our entire team stepped up to make sure our community had access to basic supplies. John Fitzmorris, our property management director, reached out to local vendors to get much needed cleaning supplies and paper products,” explained Shawn Yardley, CEO of Community Concepts. “In addition to supporting the community, we supported our staff because nobody has been spared from the impact of COVID.

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**IMPACT STATS**

- **139 families** received holiday food baskets
- **241 children in 148 families** received winter clothing
- **4,832 home visits** were completed by Head Start & Early Head Start home visitors
- **2,463 family visits** completed by Maine Families staff
- **403 children** (birth–5 years) increased their readiness for school success through Head Start and Early Head start programming
- **986 parents** improved their parenting skills
It was rough at the start. My daughter’s school closed, and I had to figure what to do with her," explained Lyrica. As a single parent, she took a leave of absence from her job to take care of her daughter.

Lyrica contacted Avesta Housing, which manages the building, to let them know she was working on a plan to cover her rent.

“I didn’t know what to do. I didn’t want to be thousands of dollars behind in bills, so I reached out to let them know I’m struggling but trying to figure it out.”

That is when Lyrica learned there was rental

Taking it day-by-day, that has been Lyrica Dearborn’s approach to coping with the COVID-19 pandemic. Lyrica lives in a Community Concepts’ owned apartment building in Fryeburg and found herself struggling to pay the rent.
relief assistance available. “It was really awesome to have this option. It was a big relief to know my rent was covered, I could focus on next steps and no matter what, I would have a roof over my head.”

Community Concepts owns 175 rental units across western Maine and received $25,000 in grant funds from the NeighborWorks Rental Resilience Fund in July 2020. The grants were made available with support from the Wells Fargo Housing Foundation with the purpose of providing support to renters experiencing financial challenges.

Danielle Woodbury of Brownfield also found herself facing financial challenges. “When I learned about the program, I was working from home at the time, but had a reduction in my hours so this came at a really great time. As a single parent, any financial support is a huge blessing. It’s been really needed and a huge relief.”

Community Concepts also worked with MaineHousing to administer the COVID-19 Rent Relief program which became available in April 2020. The program was designed to help renters bridge the gap until the arrival of state unemployment funds and federal stimulus money. From April through September 2020, we processed 2,454 rent relief applications and facilitated payments totaling $957,747.78 to area landlords on behalf of 1,283 families living in Androscoggin and Oxford counties.

“It was a big relief to know my rent was covered, I could focus on next steps.”

—LYRICA DEARBORN

**IMPACT STATS**

- **5,740 households** were warmer because of our fuel assistance program
- **1,593 households** received emergency fuel assistance
- **Health & safety risks were repaired in 71 homes**
- **235 people** had their heating systems repaired
- **73 homes** were weatherized
- **537 homes** received lead paint inspections
As the COVID-19 pandemic started spreading through our nation, state, and community in March 2020, it shined a spotlight on a critical public health need: helping people with no permanent home safely shelter in place.

The Lewiston-Auburn community has an estimated 150 people without a permanent place to call home and to help flatten the curve on the rate of community spread of the virus, it was critical community leaders addressed this public health need. The City of Lewiston and Community Concepts joined forces with support from MaineHousing, Department of Health and Human Services and several other state and local organizations and opened a temporary adults-only wellness shelter at the Lewiston Armory building in April 2020.

“In just two short weeks, we mobilized an army to get the shelter up and running and it was truly amazing how quickly we were able to bring together a team of experienced people,” shared Shawn Yardley, CEO of Community Concepts.

The wellness shelter was open 24 hours a day, seven days a week from April 22 through July 17, 2020. In addition to providing basic needs of safe shelter, rest room and shower facilities and three meals a day, the guests also had access to case management and other support services.
One guest shared, “The Lewiston Wellness Center has provided me with a safe, clean and above all else, a friendly place to recover and begin laying the initial bricks that will become the foundation of my new life,” when he addressed the Lewiston City Council during a meeting in June 2020.

The shelter served 138 people and provided more than 10,000 meals thanks to the Bates College food service program. LL Bean also provided critical supplies needed to get the shelter up and running and staff purchased the remaining supplies from other local businesses and vendors. Yardley noted Community Concepts remains committed to supporting the community and working with area officials and community partners to end homelessness.

“As the pandemic continued into the winter months of 2020, we opened a wellness shelter at an area hotel,” said Yardley. “State and local officials also asked us to provide a safe place for adults infected with or in close contact with someone who had tested positive for the virus to quarantine and isolate.”

Guests who stayed at the hotel were provided meals from local restaurants which supported our workforce and reduced the need for layoffs. Staff also have been able to support families safely quarantining at home, by shopping and delivery essential supplies like food, prescriptions, and cleaning supplies. “When people call looking for supports, we are listening and finding creative ways to meet those needs,” added Yardley.

One need that has not stopped is the need for safe reliable transportation. To protect both drivers and riders, Community Concepts retrofitted two vans with plexiglass barriers during the summer of 2020 so people could safely get to medical and social services appointments. Shelter guests also have access to essential transportation services.

**IMPACT STATS**

- **The average age** of a shelter guest was **40.5 years old** with the youngest being 18 and the eldest 74.
- **66%** of people who stayed more than seven days were connected with a case manager.
- **42%** of people were connected with new housing.
- **30 people** in full-time, part-time, and per-diem positions were hired to operate the shelter.
Getting to medical and well-being appointments was still needed during the COVID-19 pandemic and Community Concepts’ transportation program’s staff and volunteer drivers answered the call.

Tina Morgan needed a safe reliable ride to attend a program for her anxiety. “I don’t drive due to my anxiety, so it’s been a blessing for them to be able to pick me up and bring me home and I really appreciate them. They’re always on time. We have great conversation and they’re just wonderful people,” she said.

To keep both drivers and riders safe, new safety measures and cleaning protocols were put in place. “We ask health screening questions when people call to book a ride and review of those screening questions when a reminder call is made,” noted Melissa Green, director of Transportation. “We also have drivers and riders wearing masks and using hand sanitizer when they enter or exit the vehicle. Our drivers are also wiping down frequently touched surfaces like the door handles and seat belts between every rider.”

Jake Jacobs, a volunteer driver, shared, “It’s a great program. We take folks to dialysis, cancer patients to appointments and take kids with special needs to programs. It’s very rewarding work.” He also added it’s a great way to earn some additional income and have the flexibility to set your own schedule.

During the pandemic, transportation needs also shifted to include taking COVID positive people to medical appointments and a shelter where they could safely isolate and quarantine. “When we realized there was a need to transport people who had COVID symptoms and were possibly COVID
“I don’t drive due to my anxiety, so it’s been a blessing. I really appreciate them.”

—TINA MORGAN

positive, we knew we needed to take extra steps to protect our drivers,” said Green. “We received state funding to support retrofitting two of our vans with plexiglass barriers so the driver and rider have physical separation between them since you cannot socially distance in a vehicle.”

Staff and drivers also supported the community by delivering food and essential household goods to families who couldn’t get to the drive-thru locations at the various Community Concepts office buildings and Head Start sites. “Lack of safe reliable transportation is a very real problem for our community and that didn’t change with the pandemic,” added Green. “Our staff and drivers recognize our community needs them and they are answering the call, even in a pandemic.”

Our van and volunteer drivers provided 58,690 rides, bringing people to medical & social service appointments.

They drove a total of 1.8 million miles throughout western Maine and beyond.
This past year has shown the world that the state of any economy is fragile and can change in an instant.

SUPPORTING SMALL BUSINESSES STATEWIDE

During the pandemic, staff at Community Concepts Finance Corporation (CCFC) worked diligently to alleviate the struggles of small businesses where many hard-working Mainers earn their living.

Ever-changing public health guidelines accompanied by complex newly created federal and state programs intended to support these small businesses, made it difficult for employers to understand how best to adapt to this “new normal.” It quickly became CCFC’s top priority to guide them through this challenging process.

Nate Libby, President of CCFC, shared the business advisors kept clients informed of Small Business Administration (SBA) programs like the Paycheck Protection Program and explored all resources to help them stay afloat.

“Therefore this trying time, our survival is a direct result of Community Concepts Finance Corporation reaching out, being up-to-date, giving advice, and helping with grants as they might apply to our business at Surry Seafood Co., LLC,” shared co-owner Tammy Richard.

Aaron Ouellette, co-owner of Daddy O’s Diner, also shared, “Community Concepts Finance Corporation aggressively looked for ways to support us and proactively worked to assist us in locating funding to keep ourselves afloat. Without the support and assistance from CCFC, we might not have made it through the pandemic.”

As one of the state’s top SBA microlenders, CCFC staff work with businesses across the state, including the town of Thomaston where CCFC is working with town
officials on economic development. Flipside Café co-owner Amanda Gaudet shared, “Community Concepts Finance Corporation provided us access to capital in the early part of the pandemic when no other lender would step forward. This infusion of funds allowed us to remain in business until the COVID restrictions were eased. We appreciate the time and energy CCFC has invested into our family-owned business.”

Pandemic or not, CCFC’s business advisors work one-on-one with people looking to start a new business, expand their current business or purchase an existing business to determine their specific needs and goals. “Our business advisors walk people through the process, step by step. Any technical assistance a business owner may need at any time is just a phone call or email away,” added Libby.

COMMUNITY CONCEPTS FINANCE CORPORATION

IMPACT STATS

- 48 business loans totaling $1,412,155 statewide
- 663 business owners received 5,400 hours of assistance from business advisors
- 555 people participated in Homebuyer Education classes and 85 new homeowners were created
- 63 people received more than 70 hours of financial capabilities counseling
Access to reliable high-speed internet services became essential during the COVID-19 pandemic with schools and businesses operating remotely.

Knowing families in northern Oxford county lacked access to internet services, Community Concepts Finance Corporation (CCFC) in partnership with the Northern Forest Center leased 150 tablets with mobile hotspots from the National Digital Equity Center. Those tablets were then made available to students in four school districts in April 2020.

“In rural Maine counties like northern Oxford county, families may not have access to internet service because it’s simply not available in their area or they cannot afford it,” said Mia Purcell, CCFC’s Vice President of Economic Development and Impact. “We wanted to make sure students who needed to do their schoolwork remotely could do that from home and not sitting in a parking lot somewhere accessing a public Wi-Fi hotspot.”
“In rural Maine counties like northern Oxford county, families may not have access to internet service because it’s simply not available in their area or they cannot afford it.”

—MIA PURCELL
CCFC Vice President of Economic Development and Impact

The devices were leased for three months to help students finish the school year and financial support from the Betterment Fund and the River Fund paid for the cost of monthly internet service. In another partnership with the Northern Forest Center, CCFC initiated the Maine West Broadband Boot Camp.

“I realized if I could do one thing that would make a real difference in western Maine, it’s improving broadband,” added Purcell.

The Boot Camp was a new community training and technical assistance program designed to expand access to and adoption of high-speed internet connectivity in Oxford county. Six communities plus a regional group of five communities formed a broadband committee, surveyed residents about their internet service and participated in a pilot speed test project to identify residents’ upload and download speeds. Three of the towns plus the regional group of towns also participated in a fiber mapping pilot project offered by VETRO Fiber, a Maine based software company, in partnership with the Maine Broadband Coalition. VETRO’s fiber management platform is a broadband planning and design tool for community broadband projects.

“Broadband connectivity serves as a gateway for a number of services including education, business and health care,” noted Purcell. “Mapping projects create the roadmap needed to coordinate public support and private investment in bringing broadband into unserved and underserved communities.”
Communities with Concepts (CCI) is one of 10 community action agencies serving residents in all 16 Maine counties. Because of this designation, CCI has developed strong partnerships with other organizations across the state.

During FY20, we were able to expand our workforce development by working with Eastern Maine Development Corporation (EMDC). A leader in workforce development, EMDC was awarded the Workforce Innovation Opportunity Act (WIOA) contract in July 2020 to provide services in Androscoggin, Franklin, Kennebec, Oxford and Somerset counties. EMDC is providing interactive and individualized services for youth and adults in Somerset and Kennebec Counties and CCI is providing those services in Androscoggin, Oxford and Franklin Counties.

“One of the five critical areas identified in our community needs assessment was employment...
and skills training,” shared Shawn Yardley, CEO of CCI. “Our partnership with EMDC allows us to expand and grow our current Lewiston-based workforce program to Androscoggin, Oxford and Franklin counties with a proven and innovative partner.”

Community Concepts is also working with the City of Biddeford on its Lead-Based Paint Hazard Reduction Program. The program is funded by HUD’s Office of Lead Hazard Control and Healthy Homes and is offered by the City of Biddeford in partnership with Community Concepts and Coastal Healthy Communities Coalition.

“It’s estimated at least half of Maine’s homes and apartments have some lead paint and children under six years are most at-risk for lead poisoning which can lead to lifelong learning disabilities and behavioral problems,” noted Yardley.

Another city partnership is one with the City of Lewiston and the Lewiston Housing Authority. Growing Our Tree Streets, a transformation plan for the tree streets neighborhood, moved forward with submission for a $30 million grant from the federal government. The plan focuses on three areas: housing, people and neighborhood with Community Concepts’ taking the lead on the people part of the plan. By providing supportive services to residents who will be relocating from existing housing units into new housing development, CCI’s staff would also help residents increase their income, improve their children’s education outcomes and improve access to health services.

**IMPACT STATS**

- Assisted 117 job seekers
- 27 **people** received job readiness training
- 26 **people** received vocational training
- 114 **people** received career counseling coaching
- Partnered with **11 local employers** to create job training programs
DONOR & PARTNER APPRECIATION


MAJOR PARTNERS
Elmina B. Sewall Foundation
John T. Gorman Foundation
Maine Community Foundation
Maine Health Access Foundation
NeighborWorks America
Oxford Hills School District SAD 17
United Way

INDIVIDUALS
William Acton
Sandy Albert
Anna Bartel
Natalie Beale
Kevin & Ruby Bean
Richard Bernstein
Peter Bickford
Suzanne Blais
Jennifer Boenig
Martha Brodeur
Erica Buckley
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Amazon Smile
Androscoggin Bank
Androscoggin Title Company
Bangor Savings Bank
Betterment Fund
Biz Realty
Brann & Isaacson
Bubier Construction, Inc.
Churchill Downs
CLYNK to Give
Consigli Foundation
Cross Insurance
D&D Plumbing & Heating
Delamater Financial Consulting Group
Dirigo Federal Credit Union
Dyer Construction
Emmanuel Assembly of God
Fidelity Charitable
Fisher Charitable Foundation
Franklin Savings Bank
Good Shepherd Food Bank
Harvard Pilgrim Health Care
Healey & Associates
International Paper
James Reid Heating
Liberty Mutual
Maine Association of Realtors
Maine Cancer Foundation
Max Kagan Family Foundation
Mechanics Savings Bank
Mountains to Shore Board of Realtors
Norway Savings Bank
Ralph’s Home Sales
RS Electric
Rumford Book Club
Saint Anselm College
Spurwink Services
Stephen & Tabitha King Foundation
SurveyWorks
TD Bank
TK & Sons Concrete
Twin Rivers Building Supply
United Bikers of Maine
Unum
U.S. Charitable Gift Trust
Western Maine Supply

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Buckfield
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Canton
Carthage
Eustis
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Greenwood
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Hartford
Hebron
Hiram
Livermore
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Mexico
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Norway
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Poland
Porter
Rangeley
Roxbury
Stoneham
Stow
Sumner
Turner
Upton
Wales
Waterford
West Paris
Woodstock

THANK YOU
to all our donors and partners who help us make a positive impact in our communities!
Community Concepts and its affiliates
Statement of Activities for the fiscal year ended September 30, 2020

Total Revenue FY20 - $28,061,673

- Federal & State Grants and Contracts: $18,501,200
- Program Income: $5,258,745
- In-Kind Contributions: $1,169,073
- Other Revenue & Fees: $3,132,655

Expenditures FY20 - $27,392,377

- Children’s Services: $7,288,163
- Housing & Energy: $6,881,479
- Family Services: $2,370,090
- Transportation: $1,652,712
- CCFC: $1,297,927
- Maintenance & Facilities: $1,245,022
- Community Services: $1,210,900
- Other Program Expenses: $3,993,628
- Management & Development: $1,452,456
Community Concepts Finance Corporation
Statement of Activities for the fiscal year ended September 30, 2020

Total Revenue FY20 - $1,534,763

- Federal & State Grants and Contracts $663,591
- Program Income $619,800
- Other Revenue & Fees $251,372

Expenditures FY20 - $1,387,103

- Program Expenses $1,297,842
- Management & Other $89,261