

**YCCAC HEAP Information  
March 21, 2025**

Below is data outlining YCCAC's HEAP services over the past six years. Generally speaking, we have seen four connected trends during this time. The result is that in Program Year 2025 we are seeing a higher number of clients served than before the pandemic, a reduced HEAP benefit, and longer wait times to serve people.

The four trends are:

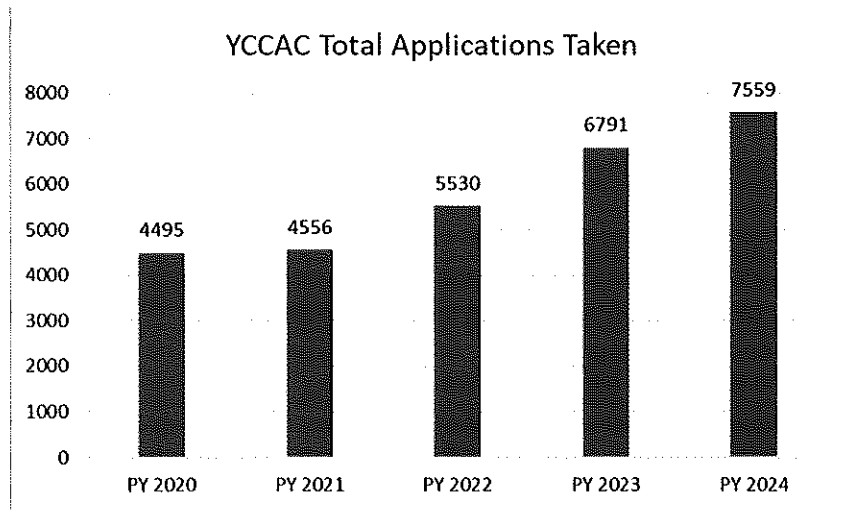
- **Varying levels of HEAP funding.** Maine had an increase in HEAP funding from PY 2020 - 2024, both from Covid-related investments and funding approved by the State Legislature in PY 2024. This was followed by a return to pre-pandemic funding levels, to some degree in PY 2024 and fully in PY 2025.
- **An increase in the number of people served.** Statewide, this number has increased from approximately 38,000 in 2022 to 51,000 in 2024.
- **Varying levels of funding for HEAP staffing.** As the number of clients increased, there was a corresponding increase in funding available to CAPs for staff. This was followed by a return to pre-pandemic levels of funding and staff as HEAP funding decreased (the impact of inflation means that staffing levels are actually lower than in 2019).
- **Varying levels of HEAP benefit.** The average HEAP benefit has decreased from \$1,085 in PY 2023 to \$350 this year as funding has returned to pre-pandemic levels and the number of people served has remained high.

Maine CAPs responded to this year's operational funding reductions with different strategies. As a result, some CAPs have shorter wait times than others. Many CAPs have already adapted their practices based on what we learned, and we will incorporate this into next year's program.

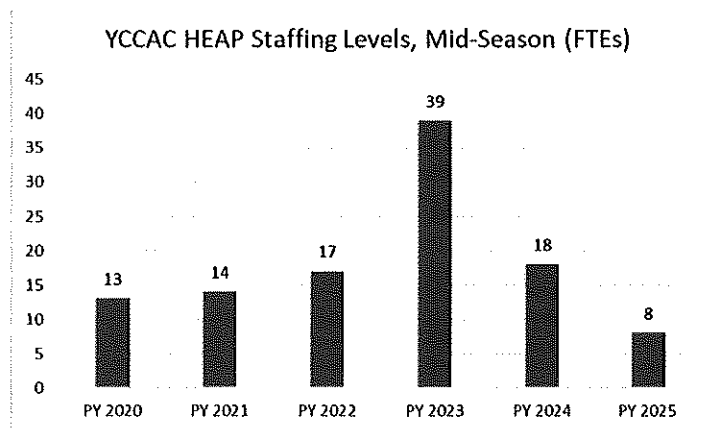
Maine's CAPs regularly share best practices to improve practices statewide. This winter, Maine CAPs hired a consultant to recommend ways to further improve effectiveness and efficiency. We have shared the results with MaineHousing and are working together on improvements for the coming year.

Following is YCCAC HEAP data demonstrating these trends.

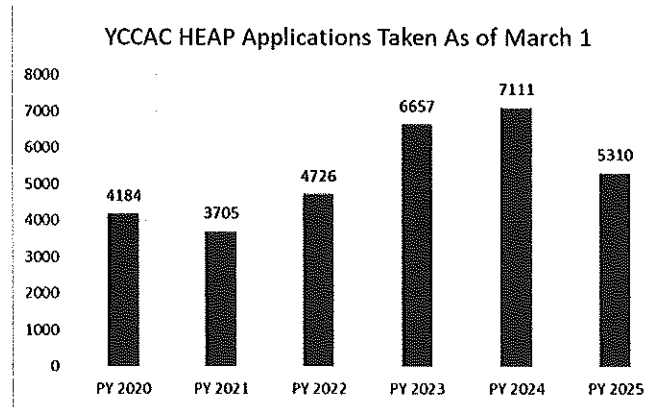
**Increase in applicants.** At YCCAC, the number of applications taken has increased significantly since 2020.



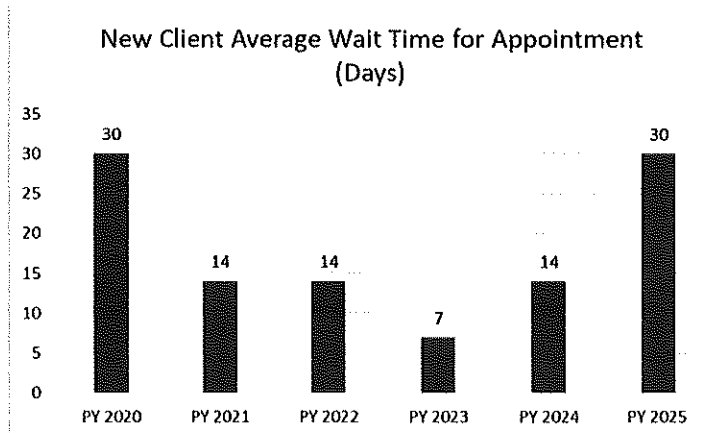
**Decrease in staff.** The number of HEAP staff at YCCAC increased with the growing number of applicants, but was reduced in PY 2024 and PY 2025 (staffing levels vary during the HEAP season; these numbers show mid-season staffing levels).



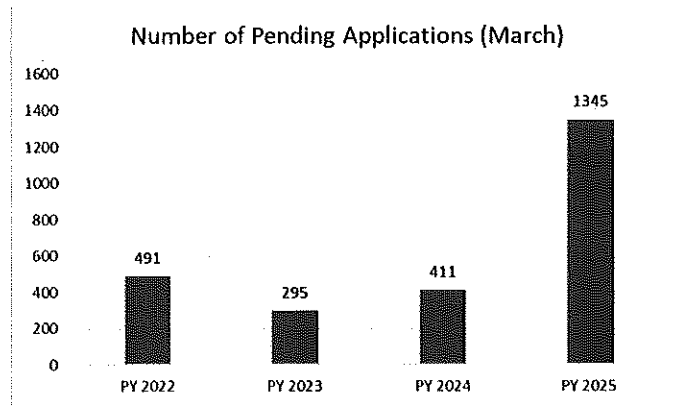
**Decrease in pace of applications taken.** Because of reductions in staff, the number of applications taken as of March 1 has decreased this year.



**Increase in wait time.** Also because of the reduction in staffing, the average wait time for a new client to book an appointment has increased (returning clients have their appointments pre-booked).



**Increase in pending applications.** Also because of the reduction in staffing, the number of pending applications has increased. In previous years, we have generally processed applications within 30 days. That number is currently about 90 says (it is shortening rapidly). Factors other than staffing have influenced this, such as the implementation of a new HEAP software system statewide, which we believe will create efficiencies over time.



**The average HEAP benefit has decreased.** The average HEAP benefit has decreased as funding levels have returned to pre-pandemic levels and the number of clients served has remained significantly higher.

