

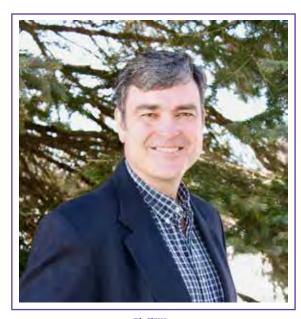
CLIFFORD WINN, NEW HEAD OF COASTAL OPPORTUNITIES

BY LAURIE BOUCHARD

In late March of this year, amid the coronavirus sweeping across the globe, Clifford B. Winn became the new Executive Director of Coastal Opportunities. Cliff succeeds Joe Curll, who has served as Executive Director for the past 36 years.

After graduating from the University of Maine with a bachelor's degree in English and an interest in teaching and coaching, Cliff landed a position as Activities Daily Living Counselor at Sebasticook Farms, assisting adults with cognitive and physical disabilities in acquiring skills to live as independently as possible. Cliff says that he immediately fell in love with the work and has never looked back. He spent seven years at Sebasticook Farms (now Skills, Inc.), advancing to Supervisor of Direct Care and then to Developmental Training Coordinator, where he was supervisor of an ICF/MR group home. In November 1999, Cliff left Sebasticook Farms to join Tri-County Mental Health Services as Program Administrator for their Social Learning Center, a day service program for adults with intellectual and developmental disabilities. After 12 years, Cliff was promoted to Manager of Tri-County's Social Learning Center in February 2012, a position he held until joining Coastal Opportunities.

Since 1999, Cliff has been involved with the Maine Association for Community Service Providers (MACSP) and was recently appointed to the Board of Directors. He has also served as his agency's representative for the Lewiston/Auburn Chamber of Commerce.



Cliff Winn

Cliff is a sports enthusiast (fan of New England teams, of course!) and has spent many years coaching youth in basketball and baseball. In addition, he enjoys all that Maine has to offer, including snowmobiling, skiing, fishing, golfing, and hiking adventures.

Cliff and his wife, Jodi, who has been an elementary school teacher for 28 years, have a son, Joe, who is a Sales Lead for Sprint, and a daughter, Caitlyn, who is a full-time student at the University of Maine, studying dietary science. Cliff and Jodi are looking forward to relocating from Windham to the Camden area.

Anticipating his new role, Cliff said, "I have long admired the great work of Coastal Opportunities since I first entered the field in 1992. I am honored to join this organization and be part of its vital mission."

Coastal Opportunities Board President Ann Bex added, "Although Joe Curll's shoes will be hard to fill, we couldn't be more pleased to have attracted Cliff to the position of Executive Director. With the addition of Cliff to our exceptional team, it will be exciting to see what the future will hold for our Agency and those we serve."



FROM THE BOARD PRESIDENT

BY ANN MCDONALD BEX

Well...to say the least, 2019 was a very active year for Coastal Opportunities, and 2020 has become even more so! We are still trying to take the measure of it all!

Just as the coronavirus pandemic began taking over our world, Coastal Opportunities had a major change in its leadership. After 36 years of doing a fantastic job running Coastal Opportunities, Executive Director Joe Curll began his well-deserved retirement. (See his message elsewhere in this newsletter.) During his last month at Coastal, Joe worked with the new Executive Director, Cliff Winn (see separate article), to ensure a smooth transition—particularly amid the disruption and insecurity of COVID. I am happy to report that all this effort has been as successful as possible under the circumstances—despite sheltering-in-place and social distancing for the clients and staff, Zoom meetings for the Board of Directors, and even some scrambling to acquire an adequate supply of personal protection equipment.

Sadly, the virus caused the cancellation of several very important events: a long-planned Farewell Party for Joe Curll, the annual Valentine's Day party for the clients and staff and friends, Special Olympics events, and the annual Board/Staff Dinner to recognize the tremendous efforts of the staff throughout the year (and they deserved that even more this year!).

But, thanks to careful planning and good luck, one big event did occur: The eight residents of the Katherine Brown Home in Hope were able to move into the state-of-the-art Katherine Brown Home in Rockland in one very long day: Friday, March 13, just two days before Governor Mills issued an Executive Order proclaiming a state of emergency in Maine. Sheltering-in-place in this new, spacious building, close to downtown Rockland, has made all the difference for the home's residents and staff.

For everything that has occurred during the past months, I cannot begin to express enough gratitude from myself and the Board to the Coastal Opportunities staff for staying the course, adapting to difficult conditions, and taking the utmost care to keep themselves, their families, and the clients safe. THANK YOU TO ALL, FOR ALL YOU DO!











Open House for the new Katherine Brown Home in Rockland. (Peter Palermo photos)



COASTAL OPPORTUNITIES ANNUAL REPORT July 2018 – June 30, 2019

OVERVIEW

Coastal Opportunities has provided services to adults with intellectual disabilities for 48 years.

We provide several services to assist people to access the community. Currently the services we provide include the following: Home, Residential, Community, and Work Supports; Case Management; and Transportation.

In the coming year, we will continue to focus on spending a greater amount of Community Support time in the community with small groups of participants. Our goal is two-fold: to have participants gain skills in the community and to have participants make connections with other community members.

We will continue to focus on maintaining our current facilities and making them more accessible and energy efficient. We are in the process of completing construction on a new 8800-square-foot home for eight residents on Limerock Street in Rockland. This new home will replace our eight-bed ICF-IID group home in Hope. The home will be more accessible for six of the eight current residents who are dependent on wheelchairs for mobility. The home will be closer to all services and the location should allow us to attract more staff.

From July 1, 2018, to June 30, 2019, we provided services and supports to 103 adults with intellectual disabilities to further our mission. The Mission of Coastal Opportunities is:

To assist adults with intellectual disabilities to become participating members in the social and economic community.

Services provided to the participants included: Community and Work Supports to 63 participants; Residential and Home Supports to 34 residents (most of the residents also received Community and/or Work Supports); and we provided Case Management Services to 25 participants. Overall, we provided services to 94 individual participants. The participants' age range was from 21 to 79, with an average age of 50. To provide these services, we employed 85 full- and part-time staff at a cost of \$2,808,778.

Organizational Employment Work Services

Coastal Opportunities staff supported participants to work at Lincoln's Store, the Penobscot Bay YMCA, West Bay Rotary Breakfast, Maine Coast Construction, Coastal Redemption Center, and Rankin's Hardware. In 2017–2018, we provided 837 hours of work support to nine participants.

Employment Objectives 2018–2019

1. To maintain a Vocational Rehabilitation Certificate for agency-operated vocational services.

We will maintain our ability to provide Work Services in the Redemption Center.

- 2. To continue to work with case managers who work with participants aging out of school services, and to offer our services to participants to assist them in their transition.
 - We developed a bookmark type card to better communicate our range of services to case managers and to others in the community. We also will be publishing articles online and in the local newspaper to raise awareness of our services in the community.
- 3. To maintain or increase the number of workers we are supporting in Work Services and competitive employment. Target: 10.

The number of participants we are supporting in work decreased from 10 to 7.

Employment Objectives 2019–2020

- 1. To maintain Vocational Rehabilitation certification for agency-operated vocational services.
- 2. To continue to develop a functional work-intake screening process that explores applicants' interests, strengths, self-assessment, on-site job exploration, and career development.
- 3. To develop a transition plan for students with developmental disabilities. As part of this goal we will continue to reach out too local school systems in the spring of every year to make them a aware of services we can offer to outgoing graduates.

Community Integration

The Community Integration part of our program offers a variety of supports to assist participants to access the community and to improve skills.

Community Supports

Volunteer Sites

Participants received assistance to access the following 19 volunteer sites: Salvation Army, Nativity Lutheran Church, Camden Area Food Pantry, Owls Head Transportation Museum, Pope Memorial Humane Society, Tanglewood 4-H Camp, Merryspring Nature Center, First Congregational Church of Camden, Goodwill, Meals on Wheels, MRC, People's UMC in South Thomaston, John Street Methodist Church, AIO Food Pantry, Erickson Fields, First Baptist Church of Rockland, Hospitality House, Rockport Public Library, and Rockland Children's Museum.

Participants also received assistance to be involved in programs offered in the community. Each week, participants had the opportunity to swim at the Pen Bay YMCA, to bowl at Oakland Park Lanes, to attend drawing classes at Sweet Tree Arts in Hope, zumba at the YMCA, pickleball at MRC, and yoga at Dancing Elephant Studio in Rockland. In the warmer weather, we accessed state and local parks and public areas for walking and exercise.

Several participants were involved in the Special Olympics and in training for Special Olympics events.



Participants from some of the residences are involved in the Kiwanissupported AKTION Club, through which they work on volunteer clean- ups in the community and at the annual Rockland Lobster Festival.

Facility-Based Supports

Our facility-based supports are limited to people who have difficulty accessing the community because of health or safety reasons or because it is impractical for them to participate in events outside of the facility on a daily basis. We still offer weaving to participants when they are waiting for an outside activity, and we still provide needed OT and PT with participants on a daily basis.

Community Support Services Goals for 2018–2019

- 1. To increase community support hours by at least 5% in the upcoming year.
 - The TCC program increased community hours by 7% in 2018-2019. OCC's community hours decreased by 1.5%; the overall increase in community hours was 5.5%.
- 2. To find at least five more regularly scheduled community and/or volunteer activities for participants.

 We have added the Children's Museum to our regularly scheduled volunteer activities list, and we have participated in several new programs, including Spark Dance, Music Therapy, yoga/art at the Dancing Elephant Studio in Rockland, and pickleball at MRC.
- 3. To increase participant time in small-group community outings by 5% in the upcoming year. Target: 60%. In 2017-2018, small-group outings were achieved 24% of the time. In 2018-2019, small-group outings were achieved 33% of the time, an increase of 9%.
- 4. To maintain enough staff to ensure integration in the community in small groups with a 1:3 staff-to-client ratio. Target: 60%.
 - We did not achieve this goal this year. Staffing inconsistencies make this a difficult goal to achieve. We did improve our small group outings by 9% from the previous year, but we are far from making the 60% target.
- 5. To maintain or increase the amount of time spent in integrated community settings. Target: 50%. 60% of participant programming was spent in integrated community settings. This is inclusive of time spent in volunteer activities
- 6. Program participants will maintain or increase the amount of time spent participating in volunteer activities. Target: 15%.

Participants spent 23.7% of their integrated community hours volunteering at various locations.

Community Support Goals for 2019-2020

- Goal 1: To increase community support hours by at least 5%.
- **Goal 2:** To find five additional regularly scheduled volunteer activities for participants who are based at the Olive Coates Center.
- **Goal 3:** To increase participant time in small-group community outings by 5 percent in the upcoming year. Target: 60 percent.
- **Goal 4:** To maintain enough staff to ensure integration in the community in small groups by reducing staff turnover to 20 percent and our vacancy rate to 15 percent.

Goal 5: To maintain or increase the amount of time spent in integrated community settings to 50 percent.

Goal 6: To have participants spend 15 percent of their time in community volunteer activities.

Residential Services

Residential Programs are designed to offer participants the support they need to live in the community. We provide this service in eight residences owned and operated by Coastal Opportunities and to participants living in their own home(s). We offer services that range from very intensive— providing almost full care to residents in our ICF-IID facility—to supporting participants in their own apartments with minimal assistance. Six of the eight sites provided 24-hour care to 27 participants who require varying degrees of support. Five participants received support to live as independently as possible in their own apartments. Coastal Opportunities has five individual apartments in two facilities.

Residential Supports provided to participants included meal preparation, money management, banking, self-care, shopping, transportation, community awareness and access, safety, medical and hygiene assistance. Other supports that are more intensive included: gross- and fine-motor activity, toileting, showering, mobility, feeding, communication, and social awareness.

Residential Services Goals and Results for 2018–2019

- 1. To determine parent and guardian satisfaction. Target: 100 percent. Thirteen surveys were returned, compared with 8 last year. To the question, "Are you happy with the services provided in the home?" ten replied Yes and three said, "Most of the time." None of the guardians wanted their child/ward in a different living situation. Guardians continued to indicate overall satisfaction with the services provided.
- 2. To determine resident satisfaction. Target: 100 percent.
 We had 14 reliable responses this year, compared with 10 last year.
 All indicated that they felt safe in their home and were happy overall.
 They expressed that they could make choices, do activities that they like, visit with friends, and could have privacy in their home. Thirteen of the 14 residents said they wanted to continue living in their home. One individual would like to move into an apartment.
- 2A. To maintain a safe environment for individuals so that they may best engage in their home and community.

 This year there were 33 medication errors documented in the homes.

 This is a decrease from 41 errors last year. Supervisors continue to review proper medication administration, documentation, and other procedures with staff to limit the number of errors. Errors are addressed immediately with the staff involved.
- 3. To provide options and resources for individuals to participate in the community.

 Results were tallied from all of our group homes. Three homes showed a decrease in community hours per resident, but overall, community hours increased. The average hours per month per resident went up from 23.8 to 25.2 hours.
- 4. To effectively manage staffing hours in the home in order to maintain a proper staffing pattern that will provide efficient and high-quality services to our residents.

 House hours were met 41% of the time this year, compared with 27% last year.



Goals for 2019-2020

Goal 1: To determine parent and guardian satisfaction with the home for their child or ward.

Goal 2: To determine consumer satisfaction.

Goal 3: To decrease medication errors.

Goal 4: To enhance community interaction.

Goal 5: To increase the efficiency of staff hours in the homes.

Case Management

In 2018–2019, we provided 806 hours of Case Management Services to 35 individuals in Knox, Lincoln, Waldo, and Sagadahoc Counties. Community Case Managers are responsible for coordination of all aspects of the delivery of services to a participant with intellectual and developmental disabilities. The services that a case manager coordinates include the following: housing, employment, community support, adult protective, guardianship, representative payee, and quality assurance. Community Case Management Services cannot be provided to clients who receive any other services from Coastal Opportunities. Individuals must be referred for case management by the DHHS Office of Aging and Disability Services (OADS).

As part of Case Management Services, we acted as the representative payee for 7 of the 23 individuals in this service area; as such, we were responsible for accounting for the money they receive and how it was spent. We are not permitted to provide Case Management Services to any individual to whom we are providing other services.

We sent satisfaction surveys to guardians and the individuals. Twenty surveys were returned, for a return rate of 67%. Of the 20 surveys returned, 19 indicated that they were extremely satisfied with the service and 1 was very satisfied.

Goals for 2019-2020

Goal 1: To provide optimal Case Management Services. Target: 100% satisfaction.

Goal 2: To determine whether Community Support and Home Supports providers are satisfied with our Case Management Services. Target: 100% satisfaction.

Goal 3: To expand our Case Management Services. Target: To serve 44 individuals in Case Management Services.

Coastal Opportunities Statement of Activities: Years Ended June 30, 2019 and	d 2018		
	<u>2019</u>		<u>2018</u>
Operating revenue			
Net patient service revenue	\$ 4,310,	847 \$	4,061,115
Department of Health and Human Services grant		-	8,891
Redemption center and client sales	317,	201	318,222
Other revenues	53,	019	51,097
Total operating revenue	4,681,	.067	4,439,325
Operating expenses			
Program services	3,796	693	3,509,734
General and administrative	530,	320	585,945
Total operating expenses	4,327	013	4,095,679
Operating income	\$ 354,	254 \$	343,646

SALUTE TO STAFF—THIS YEAR MORE THAN EVER!

The pandemic forced us to cancel the 2020 Staff/Board Dinner, an annual evening of appreciation for the wonderful work done throughout the year by Coastal Opportunities staff members. And this year they have worked harder than ever, coping with PPE, distancing, sanitizing, and so much more. They have all been magnificent, and **WE THANK THEM ALL!**

A couple of staff members were marking significant milestones in their careers with Coastal Opportunities this year, and we salute them here, with a plan to recognize these anniversaries in 2021, when we hope to return to something resembling normalcy.

- Valerie Kelly, 20 years. She works in Community Supports and helps out in the residences as well.
- Kim Campbell, 10 years. She works at the Katherine Brown Home in Rockland.
- Rene Cosma, 10 years on her second stint. She also worked at the Katherine Brown Home in Hope some years ago.



WE REMEMBER...

Participants, staff, and relatives. We miss them.....

- Miranda Cousins, longtime staffer
- Jim Pieper, parent and faithful supporter
- Vicki Ritchie, participant



REFLECTING ON A LONG CAREER AT COASTAL OPPORTUNITIES

BY JOAN PHAUP

Diana Pomerleau has managed Coastal Opportunities' financials and payroll for 26 years. The job was a perfect fit for her from the start.

"I'd been laid off from a corporate job in Lewiston, so I moved back to my house in Warren," Diana recalls. "I started looking through newspapers for job ads, and this one was made for me. I would be using the same accounting programs that I had already been working on for 20-something years at other places. So, I could just walk in and get started right away."

Sure, Diana had to adjust to a less citified life than the one she'd enjoyed for so long. And switching from working for a business to working for a nonprofit took some time. But she'd found just the right place to spend the rest of her career. What made it feel so right?

"The clients! Over the years, I've gotten to know them all!"

What does she enjoy most about the clients?



Diana Pomerleau

"They're just so honest. They just tell you like it is, and I appreciate that. They joke around, too, so they're fun to be around. And with those who aren't verbal, I think it's great to just sit down and be with them. A lot of them are very artistic, so you can find out a lot just by watching them draw or put a puzzle together."

Diana, who is retiring this summer, says she will miss the clients, just as she already does, due to COVID-19.

"I've missed them so badly that I will go out of my way to see them. Sometimes I go over to the Vera Brandes house and stand by the road while they stand out on the porch. And I love seeing the staff from the house, too, since I've known them for so many years. Sometimes they will drive a few of the clients over to the office parking lot in a van, so at least I can go out there and talk to them. I am glad they can get out now that the weather is warmer because having to stay at home is so hard for them. They're so used to being out and about, you know, so they've missed their friends."

Diana thrives on good company and has an open-door policy in her office. Everyone is welcome to stop by for a chat. On the wall is a poster of Lucy from the Peanuts cartoon poster: "Psychiatric Help 5¢. The doctor is in."

"I've been through everybody's marriages, divorces, having babies, you know, when they just need to unload. I've been to their birthday parties and gone through all their ups and downs with them."

Diana comes by this role naturally, as the mother of three children and grandmother of ten, plus three or four other kids who call her Grammy. Her son and his wife, while raising their two children, lost a friend to cancer ten years ago—a mother of five adopted children from overseas—and took all five into their home. Being around people—lots of them—comes naturally. And Diana makes a point of checking in with that big, hectic family.

"I go down to their place in Lyman as often as I can, but lately, I haven't visited because of this stupid virus. If I could, I'd probably be there every day! I'm already talking about getting a house down there eventually."

What does Diana plan to do after she stops working?

"Sleep, sleep, sleep!" It's hard to imagine that restful snooze lasting for too long. No doubt, there will be an occasional rendezvous with Coastal Opportunities staff and clients. She won't be able to resist connecting with her many friends. Asked what she'll miss most about her work, Diana doesn't hesitate. "The people!"

Coastal Opportunities Board of Directors, 2020

President		Board Members		
Ann Mo	Donald Bex	Arnold "Bill" Achorn Lisa Dav		
Vice President	Treasurer	Pamela Boland	Lise Duda	
Marcia Orff	James Jenkins	Kathleen Brandes	Dave Jackson	
Secretary	Executive Director	Thomas Corcoran	Claire Sanford	
Eileen Spectre	Cliff Winn	Robert Davee	Nancy Wolfert	
2020 Newsletter Committee		Honorary Board Member		
Ann Bex, Jean Boo	bar, Kathleen Brandes	Jean Boobar		



A MESSAGE OF GRATITUDE AND FAREWELL BY JOE CURLL

Thanks to all of you who sent me well wishes and who dropped in on my zoom retirement night. I am sorry I did not get to see more of you personally to thank you for the many ways you supported both Coastal Opportunities and me. I would also like to thank you for the cards and gifts I received.

Over the years, I have had the pleasure of working with board members, participants, staff, Camden Association members, and parents and guardians. Many of the founding members have passed on, but many of you are still involved with Coastal. I hope that the spirit and knowledge of the original members lives on in the programs that we have named for them. Their generosity and hard work made Coastal what it is today.

I am grateful to the board members who offered me regular feedback and guidance; the staff who make things happen each day, particularly those who have supported me and the work Coastal does; the Association members who were a little more involved with advocacy and programs than others; and the participants who bring a sense of contagious joy to the program every day. I am not aware of any other group that is more committed to folks with disabilities in Maine than you.

Although sometimes there were difficult situations to work through at Coastal, I never thought of my work there as a "job." I always felt happy to be there and to work on behalf of the families and participants who were and are part of the agency. I felt that my work was always meaningful and worthwhile and always felt I was one of the lucky ones who did not dread going to work each day.

Thank you all for giving me the opportunity to lead the agency for the last 36 years. We were able to create many residential opportunities for participants in Knox County that did not exist before. We have started to upgrade and replace facilities to make them more accessible, allowing residents to remain in their homes longer and to age in place.

With all of your interest and involvement, I am sure that the good work that has been accomplished will continue on for another generation of participants at Coastal Opportunities.

WE ARE GRATEFUL ALWAYS FOR YOUR CONTINUING SUPPORT! 2019 CONTRIBUTIONS

Anonymous Ann Bex Pamela & Thomas Boland Jean Boobar Olive Coates Charitable Fund Thomas & Susan Corcoran Col. Douglas & Mrs. Ferolyn Curtis Lisa & Michael Davee Robert & Norma Davee Davidson Family Trust Lise Duda Rita Grinnell Elliott James L. Field Nancy H. Ford Charles & Dorothea Graham Greg Holt David & Nancy Jackson James D. Jenkins Hilda Livingstone & Joe Curll Zack Mason Deborah Morin Katie Orff Marcia Orff Keith & Priscilla Patten James R. Potter Claire Sanford Esther P. Sexton

Nancy Warren Billy Weiss Memorial Foundation Zern Family Charitable Fund

In Memory of Vera & Guenther Brandes
Guenther & Dawn Brandes

Hans & Mary Brandes

In Memory of Daniel F. Corcoran Carol Brown

In Memory of Michael Drons
Pat Messler

In Memory of Jim Pieper
Bill & Alcy Achorn
John Bentley
Kathleen Brandes
Dennis & Georgia Hansen
Mary Lee Newman & Linda
Breazeale
James T. & Marnie Pate
John & Dawna Pieper
Norma Louise Pieper
W. Bernard Pieper
William & Joyce Pieper
W. Lynne Randall

In Memory of Mickey Preble
C. Kingsley Sleight

In Memory of Frank Rankin Tara L. Hirre & Kole A. Lord

In Memory of Willard Wight Camden Rotary Foundation

In Honor of Davee Family Paulette & Russell Spera

In Honor of Linda Yattaw Michael & Kermit Voncannon

In Honor of Rita & Robert Young Richard & Pamela Young

Businesses & Nonprofits

Amazon Smile
Arthur D. Henry Inc.
Bank of America
Camden Area Senior Assistance
Camden National Bank
Christmas Card Sales
Coastal Redemption Center Donations
ERA Cousens Realty
Facebook "Network for Good"
First National Bank
Hannaford (Camden) Bags Program
ProForma Marketing Essentials
Rockland Savings Bank
63 Washington Street
United Way

Cash for Clothes Sponsors Allen Insurance & Financial

Eastern Tire Company Mid-Coast Energy Systems

Churches

Nativity Lutheran Church People's United Methodist Church St. Thomas' Episcopal Church

Facebook Birthday Contributions
Jeanne Denny

Robert & Kathleen Hirsch Janet Kelsey

Towns

Town of Cushing Town of St. George Town of Thomaston



Lucile Shimkus

Eileen & Peter Spectre



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CAMDEN, MAINE 04843
www.coastalopportunities.org

NURTURING THE PATH TO SUCCESS



Providing an environment to feel challenged, be successful, and improve self-esteem

COASTAL OPPORTUNITIES is a private, nonprofit corporation whose mission is to assist adults with intellectual disabilities to become participating members of their social and economic community.

Whom We Can Help

Each year, we help about 90 adults with developmental disabilities receive day and/or residential assistance. We employ more than 85 staff and have 11 sites to support individuals in six Knox County communities: Camden, Rockport, Rockland, Owls Head, and Thomaston.

What We Can Do

Coastal Opportunities provides a variety of services to adults in the day and employment programs. Long-term support is provided to individuals who sort bottles at the Coastal Redemption Center as well as to individuals who head to work at local businesses. These jobs, attuned to their abilities and skills, provide income, camaraderie, and enhanced self-esteem. On-site day programming is provided at the Thomas F. Corcoran Center and the Olive Coates Center, both located on Limerock Street in Camden. Day programming for most of the clients includes working and volunteering in the community as well as enjoying sports and other leisure activities.

How You Can Help Us

Support Coastal Opportunities with a financial donation or volunteer your time as a member of our board or one of the board's subcommittees. Donate your bottles to the Coastal Redemption Center, established more than forty years ago when Maine became the third state to adopt a Bottle Bill.

Please visit our website (coastalopportunities.org) or call 207-236-6008 for more information.