

COASTAL COMPASS

COASTAL OPPORTUNITIES

SUMMER 2017

Schussing, Skating, and Painting

The new generation of developmentally delayed individuals who have attended schools with the general population of students has spurred fresh, creative guidelines for ways to best serve their needs. Coastal Opportunities has welcomed this change.

First, though, a little history. Board member Tom Corcoran remembers well the guidelines when he was Executive Director of the Coastal Workshop, from 1974 to 1981. He scoured the state to line up “in-house” work opportunities for the clients, starting with a contract to package golf tees for the Pride Golf Tee Company in Guilford, Maine. Tom was inventive in setting up workstations appropriate for the skills of the clients, who took great pride in the work and in the fact that they were being paid for it. Various other contracts were in effect for as long as 7 years, and eventually local businesses were among them: SeaPro, Tibbetts Industries, International Marine, and Fisher Engineering. Between 1981 and 1984, Director Jim McBrien established the Coastal Redemption Center, another work option for the clients that still flourishes.

Fast forward to 2017. Joe Curll has been Executive Director since February 1984, and he has dealt with the challenges of adapting the programs to conform to changing federal and state mandates, including regulations for day activities and for populating and funding housing.

The newest guidelines link funding to offering daily “off-site” experiences in groups of three or so clients with one supervisor. This past year, the Coastal Opportunities staff has very been busy lining up new off-site opportunities, often in partnership with local businesspeople.

Darcy Lujan, Program Coordinator, outlined the overall program for me and credited other staff members for its implementation. Brooke Winter-Potter, a Program Supervisor, approached the Snow Bowl management about the possibilities of free rental-ski equipment and slope time in exchange for volunteer work by Coastal Opportunities participants. When that was in place, Joni Amalfitano, also a Program Supervisor, worked with Brooke to arrange for three clients at a time to go to the Snow Bowl—different people on different days. Once on site, the first order of business was cleaning in the Lodge. That work was rewarded by heading outside for an hour of ski time for the happy volunteers.

Bill Garver, Residence Manager at the Annette Overlock Home in Owls Head and co-coach of training for the Coastal Navigators (Special Olympics) team, provided another off-site winter activity, arranging for snowshoe outings for the clients.

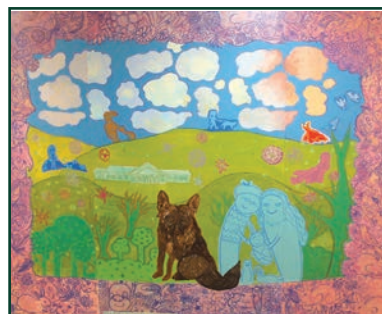
At the nonprofit Midcoast Recreation Center in Rockport, a longtime good neighbor of the clients, a special treat awaited Coastal Opportunities participants (see photo).



Enjoying the ice-skating rink at MRC are Coastal Opportunities participants Ada, Mike, and Shane. Photo courtesy MRC.

For some time, clients have been volunteering there as cleaners, and MRC has been welcoming them into many of its programs. This year, participants were provided with skates and adaptive equipment for the physically challenged clients.

For several years, Coastal Opportunities vans have been transporting clients to the Pope Memorial Humane Society in Thomaston, where they volunteer for cleaning duties and also visit with the shelter’s resident animals. As an added component, this year the community organization Arts in Action proposed a mural for one of the walls in the new, modern shelter building. Some of the clients had previously worked on art projects with Sweet Tree Arts in Hope, so they were invited to help complete a panel of the mural (see photo).



The handsome mural at the Pope Memorial Humane Society. Photo courtesy Tracy Sala.

Coastal Opportunities has always managed to find successful ways to meet requirements through creative team efforts that also benefit the participants. Many thanks to the Coastal Opportunities staff, as well as the Snow Bowl, MRC, and the Pope Shelter for all their help in 2016-17.

—Jean Boobar

Coastal Opportunities Board of Directors, 2017



Seated (L to R): David Jackson, Kathleen Brandes, Nancy Wolfertz, Jean Boobar, Marcia Orff, Eileen Spectre. Standing: Lisa Davee, Robert Davee, James Jenkins, Ann Bex (Board President), William Achorn, Thomas Corcoran, Joseph Curll (Executive Director). Absent from photo: Claire Sanford. *Photo by Peter Palermo*

FROM THE BOARD PRESIDENT

Coastal Opportunities keeps moving forward!! This year we've launched an updated website that provides an overview of our history, our work, and the importance of Coastal Opportunities in Knox County and beyond. Please visit: www.coastalopportunities.org.

On behalf of the Board of Directors, I congratulate and thank the entire staff for forty-six years of excellent and dedicated service. One example of that dedication was the celebration this spring of five staff members who have worked diligently for a total of fifty years with our organization.

The Board continues to be grateful for ongoing local support from businesses and individuals. Sponsors in 2016 for Cash for Clothes Sales were McCormick & Associates, Allen Insurance & Financial, the Waterfront Restaurant, and Maine Coast Construction. The annual benefit night at Flatbread Pizza was fun as well as profitable.

We are also grateful for the dozens of volunteers who have generously worked countless hours each spring and fall to ensure the success of the Cash for Clothes Sales. With state funding cut to the barest of bones, these sales have generated much-needed funds for Coastal Opportunities.

We are always very proud of our Coastal Navigators teams, who bring home medals for such sports as tennis, skiing, running, swimming, and more. The accompanying photo shows them proudly wearing their brand-new Coastal Navigators jackets. As you spot Coastal Opportunities participants out and about each day, we hope you'll appreciate their enthusiasm and the important roles they play as workers and volunteers in our communities.

—Ann McDonald Bex



Coastal Navigators team members, full of enthusiasm in their new jackets. *Photo courtesy Shelly Henry*



CASH FOR CLOTHES—MORE THAN JUST A SALE

Any clothing sale that continues for 42 years (and counting) simply has to be more than a sale! And that's certainly the case with Cash for Clothes, which rivals the Energizer Bunny for enthusiasm and longevity.

For the 80th sale, in 2014, the Steering Committee instituted the role of "Greeter"—the person who would keep shoppers entertained with intermittent "good buys" and little-known facts about the sale and about Coastal Opportunities. The Greeter, now an institution, also promotes the sale of handsome (and popular) handbags crafted from fabric woven at Coastal Opportunities.

The Greeter's best connection with shoppers, however, occurs while the crowd lines up before the doors open on Saturday morning. She entertains prospective shoppers while challenging them to answer questions about the sale and the organization. This spring, the Greeter offered a prize for anyone who could guess the number of Cash for Clothes items she was wearing (see photo). The winner noticed items that spurred comments from others: "I didn't know Cash for Clothes sold jewelry!" "Really, the hat was from here?" "I guess I need to try on some shoes."

In May 2017, 98-year-old Marguerite Fernald, a twice-a-year regular from Searsport, once again was at the head of the waiting line on Saturday morning—this time with a couple of young friends who vowed to return in the fall with Marguerite.

A majority of the shoppers were aware that Coastal Opportunities serves adults with developmental delays, but only a few were familiar with the fact that the organization also operates eight residences. They also learned about the agency's new program of

taking residents out and about in the community in small groups.

The shoppers, of course, are key to the Cash for Clothes Sales, but so are the dozens of workers who loyally support Coastal Opportunities with many hours of preparation, selling, and, of course, buying. "It takes a village (and more) . . ."

—Jean Boobar



May 2017 Cash for Clothes Greeter Jean Boobar, decked out in Cash for Clothes items, discusses the sale with Committee Member Ellen Dowd. In background is Cash for Clothes Co-Chair Cathy VanDyke.

SUPPORT COASTAL OPPORTUNITIES BY SHOPPING WITH AMAZON SMILE

When you're ordering from Amazon, start with

<http://smile.amazon.com>

Put in Coastal Opportunities as your beneficiary, and Coastal Opportunities will receive a check from Amazon for 0.5 percent of your purchase price (not counting taxes and shipping). After your first purchase, you'll be asked the next time whether you'd like to start your search with Coastal Opportunities as your beneficiary. Please DO! Even better, bookmark the site. There's no charge to you, and you'll be supporting a very worthy cause.

Thank you!

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You shop. Amazon gives.



THANK YOU to All Our 2016 Donors!!

Mary & Tom Amory
Anonymous (2)
Herb & Grace Annis
Jean Boobar
Marion Bowman
Bruce & Sherry Cobb
Hilda Livingstone & Joe Curll
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Lisa & Mike Davee
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Nancy Wolfertz
Beverly C. Worthington

In Memory of Albert Brackett

Denise & Eleanor Raynes

In Memory of Vera & Guenther Brandes

Bruce & Virginia Brandes
Guenther & Dawn Brandes
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In Memory of Michael Drons

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Kingsley Sleight
Eileen & Peter Spectre
Chris & Lori Wadsworth
Nancy Warren
Peter Warren
Henry & Marion White
Les & Enid Zwirn

In Memory of Martha Jenkins

Peter and Kathy Jenkins

In Memory of Julia Spear Payne

Cindy Payne McNeil & Tom McNeil

In Memory of Lew & Jill Pottle

Bill & Alcy Achorn
Raynold & Jean Brooks
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Walter & Margaret Damewood
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In Memory of André Rheault

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In Memory of George & Albert (A.J.) Robishaw

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In Memory of Tony Bok & Mrs. Arthur Rohl

Carol Rohl & Gordon Bok

In Memory of Ben Scofield

Frank Scofield

Jean Silva

In Memory of Myrtle "Sis" Talbot

Johnson Talbot Jr.

In Memory of Shirley Willey

Patricia Smith

In Memory of Walter Yattaw/

In Honor of Linda Yattaw

Michael and Kermit Vonnannon

In Memory of Robert Young

Judith Lahey

Richard & Pam Young

In Honor of Jean Boobar

Jennifer Pachon

Diane Woods

In Honor of Coastal Navigators

Blake Hynes

In Honor of Melvin and Scott

Leigh & Ronald Kendrick Smith

In Honor of Everyone at Coastal Opportunities

Rita Grinnell Elliott

Businesses, Towns, and Nonprofits

Allen Insurance & Financial
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Bank of America
Billy Weiss Memorial Foundation
Briggs & Wholey

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THANK YOU to All Our 2016 Donors!! *(Continued from Page 4)*

Camden Area Senior Assistance
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The Dancing Elephant
First Congregational Church

First National Bank
Flatbread Company
John Street Methodist Church
McCormick & Associates
Messler Family Foundation
MRC/Tennis Fundraiser

Olive Coates Trust
St. Thomas' Episcopal Church
Town of Cushing
United Midcoast Charities
Waterfront Restaurant
Zern Family Charitable Fund

GONE BUT NOT FORGOTTEN...

In December, Coastal Opportunities lost a very dedicated veteran staff member who also was a noted artist. His work lives on in national and international museums and private collections. As one person wrote, "Rarely in life do we have the good fortune to know someone like Paul Oberst, a transparent, loving, and giving soul."
Paul worked in a wide variety of forms and media, and one of his distinctive "painted poles" stands today in his memory at the Shirley Drinkwater Home in Rockport.

* * * * *

MAY HE REST IN PEACE

Paul Oberst, 1955–2016



THE SCHOONER SOCIETY, WELCOME ABOARD! Support the Present • Secure the Future

Established in 2009, The Schooner Society encourages friends of Coastal Opportunities to make planned gifts to ensure the future care of citizens with special needs in our communities. Coastal Opportunities, founded in 1971 and celebrating its forty-sixth anniversary this year, has been nurtured and sustained by planned gifts and bequests from a prior generation. Now it is our generation's turn to "gift" the future.

Friends who would like to assist Coastal Opportunities have a range of options—a bequest, a life insurance policy, an annuity, a charitable remainder gift, or another form of deferred giving. All such benefactors will be enrolled and recognized as lifetime members of The Schooner Society.

To get started with the planning process, please contact Coastal Opportunities board member Jim Jenkins at (207) 594-8857.



A SALUTE TO STAFF!



At the annual Board/Staff dinner in May, the Board of Directors expressed gratitude to all of the staff members for their incredible dedication to the clients and the mission of Coastal Opportunities.

Honored for their 10 years of committed service were:

Shelly Henry
Laurie Southard

Nancy Prescott
Harold Mosher



COASTAL OPPORTUNITIES ANNUAL REPORT

July 2015 – June 30, 2016

OVERVIEW

Coastal Opportunities has been providing services to adults with intellectual disabilities for 45 years. To assist people in the community, we now provide a range of services that include the following supports: Home, Residential, Community, Work, Case Management, and Transportation.

In the coming year, we will continue to focus on spending a greater amount of Day Program/Community Support time in the community with small groups of participants. Federal regulations outlined in the 1999 “Olmstead Act” do not provide for Medicaid reimbursement for services in segregated environments. The State of Maine DHHS has worked out a plan—known as the “Community Rule”—to comply with the new expectations.

We will also continue to focus on maintaining our current facilities and making them more accessible and energy efficient. We are planning either to update our ICF home in Hope to make it more accessible for the eight current residents or to relocate this home and build a new facility to better meet the needs of the home’s residents who are dependent on wheelchairs for mobility.

From July 1, 2015, to June 30, 2016, we provided services and supports to 81 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 59 participants; Residential and Home Supports to 33 residents, who also received Community and Work Supports; and we provided Case Management Services to 20 participants. Overall, we provided services to 81 individual participants. The participants’ age range was from 21 to 77, with an average age of 49. To provide these services, we employed 85 full- and part-time staff at a cost of \$2,657,189.

Organizational Employment Work Services

Coastal Opportunities staff supported participants to work at Rite-Aid, Lincoln’s Store, the Penobscot Bay YMCA, West Bay Rotary Breakfast, Maine Coast Construction, Coastal Redemption Center, and Rankin’s. In 2015–2016, we provided 980 hours of work support to 10 participants.

Employment Objectives 2015–2016

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

We were not able to retain qualified staff to continue this service.

2. To develop a transition plan with local school systems for students with intellectual disabilities.

We continue to reach out to local school systems in the spring of every year to try to identify services we might offer to outgoing graduates.

3. To assist employees in obtaining the training needed to complete the employment specialist certification in order to develop a curriculum for work services that will assist individuals to make employment choices.

We were not able to provide staffing for this service.

Employment Objectives 2016–2017

1. To evaluate the cost benefit of having a Vocational Rehabilitation Certificate for agency-operated vocational services.
2. To continue to work with case managers who work with participants who are aging out of school services and offer our services to them to consider in their transition.
3. To evaluate the need for having someone on staff with an employment specialist certification to develop a curriculum for work services that will assist individuals to make employment choices.

Community Integration

Under Community Integration, we offer 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 volunteer sites: Salvation Army, Nativity Lutheran Church, Camden Area Food Pantry, Owls Head Transportation Museum, Pope Memorial Humane Society, PAWS, Tanglewood 4-H Camp, Merryspring Nature Center, First Congregational Church of Camden, Goodwill, Meals on Wheels, People’s UMC in South Thomaston, United Mid-Coast Charities, and Penobscot Bay Regional Chamber of Commerce.

Participants also received help to participate 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, and to attend a drawing class at Sweet Tree Arts in Hope. 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 training for Olympic events.

Facility-Based Supports

Within the facility, participants were able to choose from the following classes and structured activities: Exercise Class, Yoga Class, Sports Group, Weaving, Woodworking, Art Class, Relaxation Class, monthly trainings on seasonal safety and other topics, Physical and Occupational Therapy exercises, and reading groups.



Community Integration Goals and Results for 2015–2016

1. Program participants will maintain or increase progress toward their individual goals. Target: 90 percent.
Participants achieved 69 percent of their individual goals.
2. Program participants will maintain or increase the amount of time spent in integrated community settings. Target: 22 percent.
Participants spent 23 percent of their time in integrated community settings (up from 20 percent last year).
3. Program participants will maintain or increase the amount of time spent in volunteer activities. Target: 10 percent.
Participants spent 6 percent of their time in volunteer activities (same as last year).
4. Program participants will increase the amount of time in work settings. Target: 775 hours.
In 2015–2016, we provided 980 hours of work support to 10 participants. In 2014–2015, we provided 713 hours of work support to 9 participants.
5. Coastal Opportunities will maintain enough staff to ensure that community integration is accomplished in small groups with a 1:3 staff-to-client ratio. Target: 60 percent.
Participants spent 19 percent of the time in integrated settings in groups with a ratio of 1:3 or smaller.
6. Coastal Opportunities will continue to strive for customer satisfaction. Target: 100 percent.
95 percent of the participants and/or significant others were satisfied; 5 percent did not respond to the survey.

Goals for 2016–2017

Goal 1: We will continue to work on the same goals for Community, Facility, and Work Services.

Goal 2: We expect that the time spent in integrated community settings in small groups will improve next year, and we have increased the target to 35 percent.

Residential Services

Residential Programs are designed to offer participants the support they need to live in the community in eight residences owned and operated by Coastal Opportunities and to participants in their own home(s). We offer services that can be very intensive—from providing almost full care 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 two apartment sites and one participant receives support to live in her home.

Residential Supports provided to participants included meal preparation, money management, 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.

In 2017, Residential Programs will be challenged to provide the same level of support to participants as we move to a rate system that will reduce reimbursement and staffing hours for participants in their residences.

Residential Services Goals and Results for 2015–2016

1. To determine resident satisfaction. Target: 100 percent.
94 percent of the residents or their representatives were satisfied with their living situations and all wished to remain in their current residence.
2. To decrease medication errors to maintain residents' health. Target: 35 errors.
There were 29 medication administration errors this year (down from 36 last year).
3. To increase the amount of time participants are engaging the community: Target: 35 hours per month.
Last year, participants spent an average of 30.2 hours per month in the community. This year, participants spent 33.7 hours per month in the community.
4. To maintain the approved staffing hours in our residences, allowing for the support necessary to meet participants' goals. Target: 80 percent.
We met our approved staffing patterns 0 percent of the time (down from 75 percent last year).

Goals for 2016–2017

We will continue to work on the same residential goals for next year. Our targets will be as follows: Goal 1 will remain at 100 percent; Goal 2 will be 35 errors; Goal 3 will remain at 35 hours per month; and Goal 4 will be 80 percent.

Case Management

In 2015–2016, we provided 685 hours of Case Management Services to 21 individuals in Knox, Lincoln, and Waldo Counties. The case manager is responsible for coordination of all aspects of the delivery of services to a participant. The services that a case manager coordinates include the following: housing, employment, adult protective, guardianship, representative payee, and quality assurance.

As part of Case Management Services, we acted as the representative payee for 7 of the 21 individuals in this service area and as such 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.

Coastal Opportunities

Statement of Activities

Years Ended June 30, 2016 and 2015

	2016	2015
Operating revenue		
Net patient service revenue	\$ 3,612,615	\$ 3,774,358
Department of Health and Human Services grant	21,820	22,095
Redemption center and client sales	305,306	289,175
Other revenues	60,491	43,351
Total operating revenue	4,000,232	4,128,979
Operating expenses		
Program services	3,315,405	3,425,792
General and administrative	547,247	510,695
Total operating expenses	3,862,652	3,936,487
Operating income	\$ 137,580	\$ 192,492





SUMMER NEWSLETTER 2017
**COASTAL
OPPORTUNITIES**

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