

# COASTAL OPPORTUNITIES

NEWSLETTER 2019



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Ann Bex, Jean Boobar, Kathleen Brandes

## FROM THE BOARD PRESIDENT

After more than two years of anticipation among staff, board members, clients, and families connected with Coastal Opportunities, the new Katherine Brown Home, at 190 Limerock Street in Rockland, is almost ready for occupancy. By the time you read this newsletter, eight wheelchair-bound residents will be in the process of moving into their new, state-of-the-art residence equipped with energy-efficient utilities, modern adaptive facilities, and convenient access to local medical services. This latest Coastal Opportunities home—an intermediate-care facility (ICF-IDD)—was designed by Camden architect Christopher Glass and built by McCormick and Associates.

*(Check our website [coastalopportunities.org](http://coastalopportunities.org) and our Facebook page for more information.)*

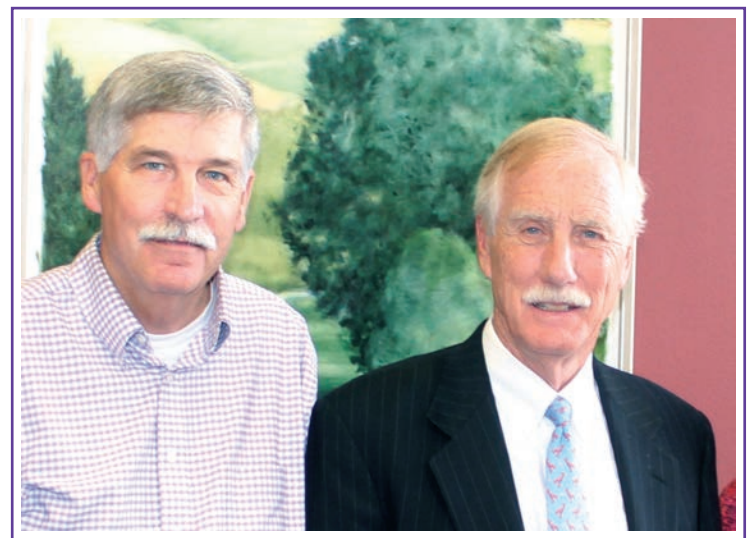
Meanwhile, during the past year we have received generous donations and memorial gifts — small and large — for which we are very grateful. These donations enable Coastal Opportunities participants to access special activities that might otherwise be beyond the reach of the organization’s budget.

This year will mark the end of a steady source of extra income for the last 45 years — the semiannual Cash for Clothes Sales — which have generated a total of about half a million dollars for Coastal Opportunities. Due to increased competition from consignment shops and fewer volunteers able to help, the decision was made to discontinue the sales. It is impossible to overstate the enormous gratitude we feel toward the hundreds of volunteers and clothing donors and community sponsors

who have made all these sales possible. We are already brainstorming to find ways of filling the funding gap, and suggestions are always welcome!

On behalf of the Coastal Opportunities Board of Directors, I wish to congratulate and thank the staff for forty-seven years of dedicated service. Executive Director Joe Curll and the staff deserve praise and gratitude for maintaining high standards — despite budget cuts and sometimes trying circumstances—and playing such a valuable role in our community. It is an honor to be associated with this organization.

—Ann McDonald Bex



*Coastal Opportunities Executive Director Joe Curll met with Maine Senator Angus King between ANCOR conference sessions for community-service providers in Washington, DC.*





# COASTAL OPPORTUNITIES ANNUAL REPORT

## July 2017 – June 30, 2018

### OVERVIEW

Coastal Opportunities has provided services to adults with intellectual disabilities for 47 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 Day Program/Community Support time in the community with small groups of participants. Our goal is twofold: 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 constructing a new 8,800-square-foot home on Limerock Street in Rockland to replace our ICF-IID group home in Hope for eight residents. 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 will enable us to draw from a larger pool for staff.

From July 1, 2017, to June 30, 2018, we provided services and supports to 94 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 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 49. 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 2017–2018

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

*We received our certificate and will continue to work toward maintaining this. It enables us to provide and be reimbursed for employment services in the Coastal 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 will continue to work with case managers to try to identify students graduating from high school who may need our services and we will monitor case manager vendor calls to try to identify anyone in our area who might benefit from services.*

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.

*We have determined that this is not a cost-effective objective at this time and will be eliminating this as an objective for next year.*

### Employment Objectives 2018–2019

1. To maintain Vocational Rehabilitation certification for agency-operated vocational services.
2. To continue to work with case managers who work with participants aging out of school services and offer our services to them to consider in their transition.
3. To maintain or increase the number of workers we are supporting in Work Services and competitive employment. Target: 10.

### 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 21 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, Window Dressers, Goodwill, Meals on Wheels, Camden Snow Bowl, Midcoast Recreation Center (MRC), People's UMC (South Thomas-ton), John Street Methodist Church, AIO Food Pantry, Erickson Fields, First Baptist Church of Rockland, Hospitality House, and Rockport Public Library.

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 Olympic events.

Participants from some of the residences are involved in the Kiwanis-supported AKTION Club and work on volunteer cleanups in the community and at the 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 for those interested when they are waiting for an outside activity, and we still provide needed OT and PT for participants on a daily basis.

## Community Integration Goals and Results for 2018–2019

1. To serve additional participants in 2017–2018. Target: 5 new participants.  
*We served 5 new participants this year.*
2. To increase the percentage of time spent in community outings in small groups. Target: 25 percent.  
*The percentage of time participants spent in the community increased by 8 percent.*
3. To reduce staff turnover and the amount of vacant positions. Target: 20 percent turnover, 15 percent vacancy.  
*Participants spent 8 percent of their time in volunteer activities (up from 6 percent last year).*
4. To decrease medication errors. Target: Zero medication errors.  
*Medication errors decreased by 72 percent.*
5. To increase our volunteer/community activities. Target: 5 new activities.  
*We added 6 new activities: yoga at Dancing Elephant, zumba, Window Dressers, Erickson Fields, Merryspring, and pickleball at MRC, and Movers and Shakers.*
6. To increase the overall time spent in the community. Target: 35 percent.  
*Small-group outings increased significantly this year. The average of small-group outings for the year was 43.79 percent of participants' time at the Corcoran Center, an increase of approximately 29 percent from the previous year. Small-group outings are dependent on adequate staffing.*

## Goals for 2018–2019

**Goal 1:** To increase community support hours by at least 5 percent in the upcoming year.

**Goal 2:** To find at least five more regularly scheduled community and/or volunteer activities for participants.

**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 can be 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. One participant received 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.

## Residential Services Goals and Results for 2017–2018

1. To determine parent and guardian satisfaction. Target: 100 percent.  
*We had 8 responses (a 25 percent return rate) on the surveys. Of those responding, 7 of the 8 responses indicated that they were happy with the services provided and 1 responded that they were happy with our services most of the time. None of the responders wanted their son or daughter in a different living situation.*
2. To determine resident satisfaction. Target: 100 percent.  
*There were 10 surveys completed this year. All indicated they felt safe in their home and happy overall.*
3. To decrease the amount of medication errors in our residences.  
*We had 41 errors in 2017–2018 and 39 errors in 2016–2017. Target: We will have 25 med errors in 2018–2019.*
4. To increase the time residents participate in the community.  
*In 2017–2018, residents spent 347 hours on average in the community, compared with 297 hours in 2016–2017. Target: In 2018–2019, residents will average 375 hours in the community.*
5. To increase the amount of times that residential programs meet their approved hours overall.  
*In 2017–2018, programs met their hours 41 percent of the time, and they met their hours 27 percent of the time in 2016–2017. Target: Homes will meet approved hours 50 percent of the time.*

## Goals for 2018–2019

We will continue to work on the same residential goals with the new stated targets for next year.

1. To determine client/guardian/parent satisfaction with Case Management Services. Target: 100 percent satisfaction.
2. To determine whether community support and home supports providers are satisfied with our case management services. Target: 100 percent satisfaction.
3. To expand our Case Management Services. Target: To serve 40 individuals in Case Management Services.



## Case Management

In 2017–2018, we provided 649 hours of Case Management Services to 25 individuals in Knox, Lincoln, and Waldo 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.

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 sent satisfaction surveys to guardians and the individuals.

Seven surveys were returned, for a return rate of 30 percent. Of the 7 surveys returned, 6 indicated that they were extremely satisfied with the service and 1 was very satisfied.

### Coastal Opportunities

Statement of Activities: Years Ended June 30, 2018 and 2017

|   | 2018         | 2017         |
|---|--------------|--------------|
| Operating revenue                             |              |              |
| Net patient service revenue                   | \$ 4,061,115 | \$ 3,649,217 |
| Department of Health and Human Services grant | 8,891        | 19,682       |
| Redemption center and client sales            | 318,222      | 301,207      |
| Other revenues                                | 51,097       | 55,841       |
| Total operating revenue                       | 4,439,325    | 4,025,947    |
| Operating expenses                            |              |              |
| Program services                              | 3,509,734    | 3,281,116    |
| General and administrative                    | 585,945      | 586,401      |
| Total operating expenses                      | 4,095,679    | 3,867,517    |
| Operating income                              | \$ 343,646   | \$ 158,430   |



## SAYING FAREWELL TO CASH FOR CLOTHES

Camden author and journalist Joan Phaup focused in October on the final Cash for Clothes Sale, an ambitious local effort benefiting Coastal Opportunities since 1975. Her article appeared in Courier Publications, in print and online.

<https://knox.villagesoup.com/p/saying-farewell-to-cash-for-clothes/1837743>



## GONE BUT NOT FORGOTTEN, 2018 2019 Participants, relatives, friends, & supporters

- ♡ Steve Ashby
- ♡ Elspeth “Ellie” Collins
- ♡ Daniel F. Corcoran
- ♡ Janice Cushman
- ♡ Gerald Lee “Jerry” Herring
- ♡ Paul Weintraub

## KUDOS TO STAFF!

The following message was received at Coastal Opportunities—a recognition of the work that staff members do every day.

“ I wasn’t sure who to reach about a staff compliment, so I hope this will do! I was at GoodWill in Rockland yesterday morning and noticed a Coastal Opportunities van parked outside. When I got inside, I immediately heard some screaming, and of course it caught my attention. It happened to be one of your clients, and I just want to take a moment to say that the employee who was with him handled the situation AMAZINGLY. The client was yelling vulgar language at her, hitting himself, and was just plain upset. She calmed him down and got him smiling and laughing again almost immediately. I was amazed and thankful that there are such wonderful people in the community! I didn’t have time to catch her name, but she was wearing a pink shirt, shorts, and a purple hat. What a wonderful employee to have! Keep up the good work! ”

– MC





# GIVING AND RECEIVING THROUGH VOLUNTEERISM

BY JOAN PHAUP

It was time to celebrate.

The Willing Workers, a team of eager volunteers from Coastal Opportunities, had completed their annual round of service projects at Tanglewood 4-H Camp in Lincolnville.

They had planted, tended and harvested the vegetable gardens. They had gathered seaweed from a neighbor's beaches to use as compost. They had swept and dusted cabins, moved furniture, cleaned the dining room, trimmed bushes and stacked firewood. On Tuesdays and Thursdays from April to mid-October, they had spent quality time outdoors while helping to keep the camp in shape. All season long, they'd laughed and joked as they made their way along the trails or eaten lunch on the porch of the main lodge.

This day in late October was set aside for play after seven months of volunteering—a golden afternoon spent looking back on just one of the nearly 30 years that Coastal Opportunities clients have helped out at the camp. It was time for the workers to enjoy the fruits of their labor. They would get to dine on some of the fresh produce they'd grown.

Several clients gathered around a cider press and took turns loading apples into it and turning the crank. Once the bins of apples were empty, everyone trooped into Big Pine Lodge for pizza, salad and plenty of freshly made cider. Tanglewood Caretaker Steven Clarrage, who has supervised this team's activities for 14 years, gave a brief speech about each helper before handing them an award. He praised each one's efforts and wished them well until their return next April. There were hugs and applause, jokes and laughter.

Clarrage will miss this crew, but he looks forward to seeing them when they return in spring.

"When I first met them, it was challenging to motivate some of the folks to do certain tasks, but over time they developed many skills to the point where I no longer need to be as present one on one with them," Clarrage recalled. Despite being busy all the time with responsibilities around the camp, he looks forward to the clients' visits. "When they show up with big bright smiles, it makes me calm down and relax."

People at many other local organizations—churches, recreation centers, museums, animal shelters, food pantries—would understand how Clarrage feels: Coastal Opportunities teams have fans all over Knox County.

"The community has been so inviting, and we love the socialization and connections that volunteering provides to all of our participants," says Coastal Opportunities Community Supports Coordinator Kristin King. "We offer so many wonderful activities, and we are always searching for more."

In helping others, the clients gain a great deal, notably improved organizational and communication skills, lessons in how to work well as a group, personal connections with new people, and the ability to adapt to changing conditions.

The helpers appreciate the opportunities and benefits their efforts bring.

"We volunteer every week at the Owls Head Transportation Museum cleaning windows and vacuuming," says King. "In exchange, we can access the museum and get involved in special events and other activities. The same goes for the Midcoast Recreation Center. We provide our services once a week and use this wonderful venue for our Tennis for Fun Program (Special Olympics), pickleball and ice skating. We help out at the Dancing Elephant in Rockland in exchange for yoga classes, and when we have volunteered at the Camden Snow Bowl before the National Toboggan Championships, we have had ski lessons."

King explains that volunteering is an essential aspect of the Coastal Opportunities Community Support Program.

"It's a great way to actively participate in the community, build confidence, increase organizational skills and make meaningful relationships," says King. "For example, our clients volunteer at the Salvation Army, Goodwill, and the AIO Food Pantry. All three of these jobs involve task-oriented activities like sorting and stacking, and they also require working together as a team."

At the Hospitality House in Rockport, the clients help maintain the garden during the summer and organize clothes and household items during the winter.

Two popular endeavors are delivering MCH Meals on Wheels and cleaning at the Pope Memorial Humane Society. Both of these activities bring heartfelt social connections. The clients like greeting meal recipients during food deliveries and hanging out at the shelter with the animals and fellow animal lovers.

Although their visits to Tanglewood are over for now, there's plenty to keep the Willing Workers busy this winter. Year-round, they bring smiles to the faces of the many people they help.



*Volunteers from Coastal Opportunities press cider as they celebrate the end of another season of volunteering at Tanglewood 4-H Camp.*



# WE ARE VERY GRATEFUL FOR YOUR SUPPORT!

## 2018 CONTRIBUTIONS

Bill & Alcy Achorn  
Grace Annis  
Ann Bex  
Pam & Tom Boland  
Thomas Christie  
Olive Coates Charitable Fund  
Tom & Susan Corcoran  
William Cross  
Bob & Norma Davee  
Lisa & Michael Davee  
Davidson Family Charitable Fund  
Lise Duda  
Rita Grinnell Elliott  
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Esther Sexton  
Lucille Shimkus  
Eileen & Peter Spectre  
Henry & Claire Sullivan  
Gail & Kevin Varga  
Billy Weiss Memorial Foundation  
Zern Family Charitable Fund

***In Memory of Vera & Guenther Brandes***  
Bruce & Virginia Brandes  
Guenther & Dawn Brandes  
Hans & Mary Brandes  
Kathleen Brandes

***In Memory of Philip Cucinotta***  
Ann Bex

***In Memory of Michael Drons***  
Patricia Messler  
Nancy Warren

***In Memory of Frank Rankin***  
Jean Boobar  
Bruce & Cheryl Cobb  
Frank & Tracy Colby  
Hilda Livingstone & Joseph Curll  
Jennifer Rubinstein & Elaine Davis  
Brad & Sheila Dodge  
Julie Landwehr & Glenna Drinkwater  
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Paul Hurlburt  
Clarence & Nancy Keller  
Dave Landry (Superior Restoration)  
Tara Hire & Kole Lord  
David & Maureen Nazaroff  
Grace & Frank Stearns  
Alan Johnson & Susan Talbot  
Viking Lumber

***In Memory of George Marks***  
Laurel J. Hart  
Gwendolyn & John Rutter

***In Memory of Annette Overlock***  
Kingsley Sleight

***In Memory of Arthur D. Rohl***  
***In Honor of Mrs. Arthur D. Rohl***  
Carol Rohl & Gordon Bok

***In Memory of Joan Baum Smith***  
Elizabeth Knight

***In Memory of Walter Yattaw***  
***In Honor of Linda Yattaw***  
Michael & Kermit Vonnannon

***In Memory of Robert Young***  
Richard Young

***In Honor of Mary Jane Gautesen***  
Patricia Miller

***In Honor of Tanglewood Volunteers***  
Marty & Bill Leavitt

***Businesses & Nonprofits***  
Amazon Smile  
Bank of America  
Camden Area Senior Assistance  
ERA Cousens Realty  
First National Bank  
Hannaford (Bags Program)  
Knights of Columbus, Rockland  
United Midcoast Charities  
United Way

***Cash for Clothes Sponsors***  
Allen Insurance & Financial  
Cash for Clothes Steering Committee  
Eastern Tire & Auto Service  
Mid-Coast Energy Systems  
UBS

***Churches***  
First Congregational Church  
Nativity Lutheran Church  
People's United Methodist Church  
St. Thomas' Episcopal Church

***Towns***  
Town of Cushing  
Town of Owls Head  
Town of St. George  
Town of Thomaston

## WHAT DOES COASTAL OPPORTUNITIES MEAN TO FAMILIES?

**Relatives and guardians of Coastal Opportunities participants have often expressed their appreciation for the variety of programs available each day. Some have been members of the Coastal Opportunities family for many years. We appreciate their willingness to share their experiences.**

“ Our family has depended on Coastal Opportunities for more than 20 years. When our son finished school, we felt it was important for him to have meaningful activities on a regular schedule. The Day Program has fulfilled this need extremely well, with a variety of activities that he can choose to participate in. He is also able to have a part-time job with direct supervision and coaching from Coastal staff. He is very proud to earn a small paycheck as a working man.

Additionally, realizing that we will not always be here to provide the care and support needed, we wanted him to have a clean, safe home independent from us. He wanted the additional independence, too. His Coastal Opportunities group home has provided all of us with the security and assurance that he will be cared for no matter what happens to us.

At both the Day Program and in his group home, we have found the staff to be both caring and professional, while working with clients to develop new skills. We are grateful to them for the contributions they have made to our son's life and to ours. ”





# COASTAL OPPORTUNITIES

NEWSLETTER 2019

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## 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, Hope, 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](http://coastalopportunities.org)) or call 207-236-6008 for more information.