

Coastal Opportunities

Annual Report

July 2023-June 2024

Overview

Coastal Opportunities completed its fifty-third year of service provision in the 2023-2024 program year. The agency realized a productive year filled with both familiar and new activities. Once again, the people we serve experienced rewarding and meaningful growth as they continued to be integral members of the community. While embracing regulatory, procedural, and logistical changes, Coastal Opportunities continued to stay true to its mission.

Coastal Opportunities strives to promote independence and choice, on every level of daily living, to individuals in and around Knox County. Our programming is based on the needs and choices of each member receiving service, and activities and goals are highly personalized. We provide an array of services to include Case Management, Home Supports, Residential Supports, Community Supports, Work Supports, and In-Home Supports.

Our Community Supports programs continue to work towards expanding the units of service delivered while further diversifying the array of activities offered. As always...community inclusion is the goal. The individuals that attend Community Support programs are extremely involved and civic minded. Through volunteering, small group engagements, and connections to local organizations and businesses, our participants are some of the most active community members in the area.

Coastal Opportunities currently operates facilities and supports in Camden, Rockland, Rockport, Thomaston, and Owl's Head. In Camden, the Thomas Corcoran Center serves as a base of operations for small Community Support groups that venture out for community based activities while the Olive Coates Center provides supports for those with more complex physical needs.

Coastal Opportunities continues to adjust to shifting funding and regulatory landscapes while providing services to 90+ adults with intellectual disabilities between July 1st, 2023 and June 30, 2024. The mission of Coastal Opportunities is as follows.

Coastal Opportunities assists adults with intellectual and developmental disabilities to become participating members in their social and economic community.

2023-2024 saw Coastal Opportunities continue to find its way through a national staffing shortage in the service provision industry. Through creativity, flexibility and dedication to the people that we serve, Coastal pushed forward. Across Coastal's total array of services, we provided Home and Residential supports to 31 residents, and Community and Work Supports provided service to 40 individuals. Our Case Management Services provided supports to 40+ individuals.

In total, and including Coastal's entire array of services, the agency served 90+ people in and around Knox County. The individuals served ranged in age between 24 and 84, with an average age of 48. To accomplish this vital work of consistent and quality service, Coastal Opportunities utilized the skills and abilities of 75 employees at an expense of \$3,057,434.

Organizational Employment

Work Supports

Works Supports provides assistance to individuals who strive to achieve success in the workplace. While offering just enough assistance to realize success, the service promotes as much independence and growth as possible. Coastal Opportunities provided Work Supports to one individual. This is a decrease from 2022-2023... but is an indicator of tremendous accomplishment; 3 existing members receiving Work Supports became gainfully employed without the need for supports of a Direct Support Professional. Coastal looks forward to continuing its Work Supports services and enhancing abilities toward independent employment.

Community Integration

While fully embracing the Home and Community Based Services rule, Coastal Opportunities ensures that community integration is at the core of quality service delivery. Engagement within each individual's respective community is a regular part of programming. Participants are regularly offered opportunities to shape their own program schedules as well as the goals and activities that they would like to work on. Our mobile programs have a strong presence in and around Knox County.

Community Supports

Volunteer Sites

The participants within Coastal's Community Supports program understand the value in volunteering and the sense of community that it

creates. With the support of staff, our participants volunteered enthusiastically at the following sites: Owls Head Transportation Museum, Meals on Wheels, AIO Food Pantry, Gleaners, Pope Memorial Humane Society, Merryspring Nature Center, Salvation Army, Midcoast Recreation Center, Maine Lobster Festival (in Rockland), Union Fairgrounds, Thomaston Fire Station, Rockland Public Library, and Thompson Community Center.

Community-Based Activities

Promoting individual choice is always prioritized. Participants engaged with the surrounding communities by enjoying traditional activities as well as some new experiences. Activities included: visits to local beaches, hikes on the Coastal Mountains Land Trust trails, enjoying picnics and exploration at local State Parks, fishing, tours of museums and historical sites, participation in many outdoor sports (such as basketball, badminton, mini-golf, and horseshoes). People enjoyed Arts in The Park, Yoga/Movers and Shakers, local restaurants, Country Inn (swim/spa). Tennis For Fun continued to be a very popular activity.

The participants also greatly enjoyed the many seasonal offerings in the area such as local fairs, apple picking, sporting events, sailing on the Schooner Olad, Sea Dogs games, snowshoeing and nature walks.

The Community Supports program also maintained its strong connection with Sweet Tree Arts, Aktion Club, Spark Dance, Special Olympics, and the local YMCA.

Facility-Based Supports

Coastal Opportunities also provides Community Support services with a more facility-based schedule to meet the needs of individuals with more complex health and safety needs. These participants require more intricate support needs, at times, and having a base of operations (as well as scheduled in-house activities) are necessary. Always with integration in mind, the facility serves as a hub for community-based activities to branch out from. The participants have ample opportunity to connect with their communities.

Community Support Services Goals and Results for 2023-2024

Goal 1. To increase Community Support hours of service delivered by at least 5 percent in the upcoming year.

Despite fluctuating staffing patterns, this goal was met as the service saw an increase of almost 7%

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

The program increased time spent at existing outing sites and added an additional two activities.

Goal 3. To maintain participation in small group community outings at 100% in the upcoming year.

All groups maintained a 1 to 3 (or less) staff to participant ratio 100 % of the time for outings.

Goal 4. To maintain enough staff to ensure integration in the community in small groups by reducing staff turnover to 20 percent and our staff vacancy rate to 15 percent.

The Community Supports staff turnover rate was 8% while the vacancy rate was 15%.

Goal 5. To maintain the amount of time spent in integrated community settings at 100%.

Goal met... groups continue to be community based.

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

Participants spent 14% of their program time in existing volunteer activities.

Residential Services

Coastal Opportunities provides a variety of different residential settings that offer supports to meet the unique needs of each individual we provide services to. Each setting is unique and provides twenty-four hour supports. Each home serves anywhere from 1 to 8 individuals. Residential options include settings that are designed to support individuals with a wide variety of needs. Some settings provide more involved supports for those that require it, and some settings are designed to meet the lifestyle of individuals that require very little assistance. All residents are supported in a manner that allows for maximum levels of independence.

Coastal Opportunities provides residential supports to 27 individuals in Knox County in 8 different residential settings. Coastal Opportunities also supports two locations with a total capacity of 5 individuals in independent living situations with minimal In-Home Supports provided periodically.

Skill building activities, at the homes, include menu planning, meal preparation, money management, social awareness, activities of daily living, good health habits, mobility, and behavioral management.

Residential Goals and Results for 2023-2024

As Coastal Opportunities worked diligently toward its mission of inclusivity and quality service delivery within the residences, the following goals were in place for residential services in 2022-2023.

Goal 1. To decrease medication errors in our residences.

Some locations saw a decrease in medication errors while others saw a slight increase. The net result was maintaining the current incidence of errors.

Goal 2. To enhance community interaction.

As staffing was again increased, Residential Services saw an increase in community engagement activities.

Goal 3. To increase the number of times that residential programs meet their approved hours overall.

Enhanced staffing patterns increased the number of times residential programs met their goals.

Residential Goals for 2024-2025

Residential services, at Coastal Opportunities, will continue to embrace and promote Home and Community Based Services rules. Homes will continue to access the surrounding communities while promoting inclusive activities. In 2023-2024, Coastal Opportunities will work on the following goals.

Goal 1. To decrease medication errors in our residences.

Goal 2. To enhance community interaction.

Goal 3. To increase the number of times that residential programs meet their approved hours overall.

Case Management Services

Coastal Opportunities provides comprehensive Case Management Services to those in and around Knox County. This service acts as a facilitator and coordinator of all service delivery to individuals with intellectual and developmental disabilities. As defined by the Office of Aging and Disability Services, Case Management is responsible for oversight of service delivery within the entire array of services offered. Case Management assures access to all necessary services and ensures that each individual's team is working in conjunction to provide the most comprehensive support possible. The services available for each

person's support profile could be Work Supports, Representative Payee Services, Community Supports, Adult Protective Services, guardianship, Residential Services and quality assurance to name a few.

In 2023-2024, Coastal Opportunities provided Case Management Services to 40 individuals in Knox, Lincoln, Sagadahoc, and Waldo Counties.

Representative Payee services are also available at Coastal through Case Management Services. Representative Payee services provide oversight and management of individual expenditures and finances.

Coastal Opportunities provided Representative Payee Services to 9 of the 40 individuals receiving Case Management Services.

The results of the most recent Case Management Satisfaction Survey are as follows. Of the 40 surveys sent out (indicative of current Case Management caseloads) 14 were returned. Of the 14 respondents, 6 were parents/guardians, 2 were individuals receiving services, 4 were home providers, and 2 were day service providers.

- 1. 14 respondents relayed that case managers conducted themselves in a professional manner.*
- 2. 14 respondents stated that case managers were responsive to individual/staff/ and family needs.*
- 3. 14 respondents felt that case management promoted choice and independence.*
- 4. 14 respondents were extremely satisfied with case management services.*
- 5. Respondents noted no areas they felt could be improved.*

6. Respondents included many words of praise for case managers to include details regarding responsiveness, skill, and dedication.

All stakeholders reported satisfaction with overall Case Management Services.

Case load numbers remained stable for both case managers.

Case Management goals for 2024-2025:

Goal 1. To determine individual/guardian/parent satisfaction with Case Management Services. Target: 100 percent satisfaction.

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

Goal 3. To stabilize and maintain caseloads for both case managers.

Coastal Opportunities looks forward to continuing its mission with the support of our community.... a community that we are so strongly connected and committed to.