



COASTAL COMPASS

COASTAL OPPORTUNITIES

SUMMER 2016

ON THE JOB—Working in the Community

Despite ever-changing regulations affecting Coastal Opportunities participants working in the community, a number of our enrollees have had meaningful employment placements. I observed several of them at work and spoke with each one about their experiences.

For years, program participants have been employed at the Coastal Opportunities Redemption Center (RC) at 35 Limerock Street in Camden. Tim Colson currently manages the operation.

Louis has been on that workforce longer than he can remember and longer than anyone else. He recalls that when he began sorting bottles, the Redemption Center (RC) was in the Thomas Corcoran Center, the main building behind the current RC facility. Louis now lives conveniently next door to the RC and walks over to do “bag duty” on his shift. When the liners of the bottle bins are filled, he ties them off and takes them to the appropriate slot in the pickup room.

Timmy is another long-timer at the RC, with 18 years under his belt. His relationship with his manager is very positive, and he has worked in a variety of positions, but he feels he has really found his niche sorting glass bottles.

On one of the days I visited, **Dalton** was sorting plastic bottles. A quiet fellow, he pays close attention to his responsibility and does it well. On a different weekday, **Scott** handles the plastics. He is an old hand at the job, having worked there longer than anyone except Louis. Scott, who lives in the Worthington Home, stresses that he always puts his pay in the bank, where it is safe.

The third long-term worker is **Ada**, who enjoys her work and gets along well with her “boss” and the other workers.

Denise has a workstation in the Redemption Center, where she shapes newspapers into a form. After that, the Small Wonder Gallery in Camden uses the shaped paper to protect art products for shipping. Like Scott, Denise says she likes to save her earnings.

Over at Lincoln’s Country Store on Route 90 in Warren, **John** has held a position for at least 10 years. During that period, he has improved his skill level to the point where he now loads the soda cooler from behind. He also cleans the glass on the doors of the dairy cooler, supervised by his job coach, Kathy.

At the main office of Maine Coast Construction, **David** has a position as a cleaner, and he is very appreciative of the opportunity for this job. Normally, he uses a walker, but he leaves it behind when he cleans, showing remarkable resourcefulness and agility in balancing himself as he cleans from the top of a mirror all the way down to the floor. He and his coach, Nancy, have a comfortable relationship.



David at Maine Coast Construction

On Tuesday and Thursday mornings, **Ryan** can be found stocking shelves at Rite Aid on Elm Street in Camden. When I visited him about 8:15 a.m., I learned that his shift starts at 3:30 a.m., when he meets the supply truck! He gets up without an alarm and walks to work from his apartment at the Julia Spear Payne Home on Limerock Street. Sometimes he gets a ride from a co-worker. Once the freight has been brought into the store, Ryan’s responsibility is to re-stock items in the tooth-care aisle. His coach, Nancy, commented that Ryan is adept at using a handheld scanner to locate the space where each specific item is to be shelved.



Mike at Rankin's Hardware

Mike works at Rankin’s Hardware in Camden two afternoons a week. When he arrives, he heads directly to the stockroom, where Frank Rankin has laid out items so Mike can re-stock the displays. He is careful to match the products, many of which differ only slightly; sometimes he consults his job coach, Darcy, for confirmation of the match.

(continued on page 2)

In This Issue

ON THE JOB—Working in the Community	1	Support Coastal Opportunities—		The Schooner Society, Come Aboard!	4
Board of Directors	2	Shop with Amazon Smile.....	3	Contributions in 2015 —Thank You!	5
Newsletter Committee	2	Gone But Not Forgotten	4	A Salute to Staff!	5
Message from the President	2	How Was Olive Coates Connected to		Coastal Opportunities 2014-2015	
EIGHTY-THREE Sales & Still Going Strong!	3	Coastal Opportunities?	4	Annual Report	6

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MESSAGE FROM THE PRESIDENT

Summer has arrived and the new landscaping around the Worthington Home on Elm Street in Camden has come to life. The finishing touches have been done and the residents have made themselves comfortable in their new home. We all are very proud of the outcome of an idea that took several years to become reality.

As proof that the ambitious project was broadly applauded, the Penobscot Bay Regional Chamber of Commerce cited the Worthington Home and the collaboration of The First Congregational Church and Coastal Opportunities at its annual dinner on February 10, 2016. The chamber's New Building Award is presented to "a person, organization, or business that builds a new structure that enhances the community image." Joe Curll and Tony Bates accepted the award

(continued on page 8)



Tony Bates (left) and Joe Curll (right)

ON THE JOB (continued from page 1)

A familiar figure at the Penobscot Bay YMCA in Camden, **Melvin** has been on the job longer than his job coach, Marie. He is well acquainted with both staff and Y members, greeting them enthusiastically. Over the years, he has become familiar not only with the Y's public areas but also with the "control room," cleaning closets and especially all the windows throughout both floors, around the pool, the exercise rooms, the child-care spaces, and the front reception area. It was very evident that there was a mutual appreciation between Melvin and the folks at the Y.

On a different day, Melvin can be found at the First Congregational Church in Camden, where the West Bay Rotary holds its weekly breakfast meeting. Each Thursday morning, Melvin walks across the parking lot from the Worthington Home to the church, where his coach, Darcy, meets him. After breakfast, they receive all the dishes and tableware, place them in racks, and run them through the dishwasher. Afterward, they make sure everything is clean and then put it all away. The Rotarians, who are very pleased

that they were able to offer Melvin this work, reported that he does a good job.



Melvin at the Congregational Church

A personal job coach accompanies each of them to work, which varies in the number of hours per week. Most of the workers join in on the camaraderie with other employees and with the customers at their job sites. All of the workers enjoy having a job, take pride in the quality of their work, and appreciate being paid for their work.

—Jean Boobar



EIGHTY-THREE Sales and Still Going Strong! What's the Magic of Cash for Clothes?

Cash for Clothes has been raising funds to benefit Coastal (Workshop) Opportunities for more than 40 years! From a small group of earnest women proposing to sell good used clothing, to a well-oiled committee of more than 25 people volunteering twice a year to run the sale at the American Legion Hall in Camden, the tradition marches on, donating \$7,288 in proceeds from the fall 2015 sale alone. No one is quite sure when today's dedicated co-chairs assumed their positions, but Nancy Wolfertz was a "founding mother" as a member of the first committee in the early 1970s and worked her way up to chairing the project. For years now, she has worked with Cathy VanDyke, who started as a volunteer in the 1980s and before long joined Nancy as co-chair.

Nancy and Cathy each "specialize" in different aspects of the sale: Nancy works for months ahead of time—checking, sorting, and pricing clothing; overseeing volunteer recruitment and scheduling; and creating an atmosphere of fun with her wry humor. Cathy is the point person for rental space; organizes volunteers; schedules committee meetings; and is on-site during the sale. She has taken the lead in establishing the online Volunteer Spot sign-up and other communication aspects.

As Cathy notes, the success of the sale for more than 40 years may be due to the shared vision of the committee and the community: recycling at its best. The donor wins by finding a new home for clothing no longer needed; the buyer wins by buying good secondhand clothing for the family at bargain prices; and Coastal Opportunities wins by being supported by the entire effort!

Both women offered some thoughts about the sale. Nancy pointed out that not everyone wants to take the time to consign their clothing by registering, itemizing, pricing, tagging, and checking in items. An alternative is to deliver the clothing to Coastal Opportunities at 35 Limerock Street, Camden, at any time during the year, and, while there, pick up a nonprofit donation slip for a deduction on income taxes.

What happens to the garments still filling racks and tables at the close of the sale? All items are bagged, marked, and transported to Salem, Maine, where an Economic Ministry program in this very depressed region of our state makes them available to its clientele.

Moving, setting up, and breaking down the racks, tables, shelves, and miscellaneous equipment is a massive job, and the committee

has been pleased that local teens have been willing to assist with that heavy work and earn community service points from their school or community organizations. Parents or organizations may contact Cathy at 236-8463 to inquire about this project. Another group of volunteers comes from the day programs of Coastal Opportunities. They also are eager helpers and happy to be a part of the success of the sales.

Why are people willing to chair this venture year after year? It has to do with the camaraderie and cooperation of the committee and a limited time commitment: 6 busy weeks twice a year, but the rest of the year off! And for the volunteers, it is almost like a family reunion—in fact, some families have worked the sale together for more than three generations! Oh, yes, and volunteers who work at least 4 hours are eligible for a special 2-hour "pre-sale" before they begin assisting eager shoppers.

Pictured here are the longtime Cash for Clothes co-chairs (Nancy, left; Cathy, right) holding a photo of Trudy Hurlburt Worthington, who served as treasurer for the very first sale in 1975 until she was no longer able to participate. And what is that to the right of her photo? Why, it's the whistle that Trudy blasted to signal opening times, lost-item searches, missing-purse announcements, and closing times.

—Jean Boobar



Cash for Clothes co-chairs (Nancy Wolfertz, left and Cathy VanDyke, right)

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.



GONE BUT NOT FORGOTTEN...

In the last year, Coastal Opportunities lost a former executive director, a former staff member, and several longtime supporters of the organization.

Shirley Wyllie	Terry and Roy Morris
John M. Jackson	Michael Drons
Lewville and Jill Pottle	Lurelle Cheverie

JIM MCBRIAN, 1951–2016



Jim McBrian who led the Coastal Workshop (as it was known then) for two years in the early 1980s. Recognizing an opportunity for social entrepreneurship, Jim was instrumental in establishing the Coastal Redemption Center, which is still going strong today.

MAY THEY REST IN PEACE

HOW WAS OLIVE COATES CONNECTED TO COASTAL OPPORTUNITIES?

Miss Olive Coates was born in Camden, Maine, on May 9, 1899, and resided her entire life in the house her father built. An oral-history interview, taped by local historian Jack Williams, revealed that she was an attractive, gracious woman who attended all levels of Camden schools, including first grade in the building now housing Long Funeral Home. Although not involved in sports, she truly enjoyed dancing!

A member of the Camden High School class of 1918, Miss Coates was hired as a teller at Camden National Bank upon graduation. In 1928, she was promoted to Assistant Cashier, then to Cashier in 1950. Overall, she worked for the bank for 42 years. During that time, she regularly acquired Camden National Bank stock, and when the bank went public, that stock made her a wealthy woman.

Local historian Barbara Dyer reported that Miss Coates had

selected her only living relative, a niece, to be her beneficiary. When the niece predeceased Miss Coates, she decided that the niece's husband would be her beneficiary. He also died, so Miss Coates decided to share her wealth with worthy programs in her beloved hometown.

When Miss Coates died on December 15, 1997, at age 98, the Board of Coastal Opportunities was surprised to be among those named as beneficiaries of her Trust, since

they had had no direct interaction with her. Over the past 19 years, that Trust has paid out substantial amounts annually. The Olive Coates Center, at 23 Limerock Street in Camden, houses a day program for severely disabled enrollees for socialization, learning, and love.

Many thanks to Miss Coates, a generous woman whose community spirit lives on

—Jean Boobar



Keeping busy at the Olive Coates Center

THE SCHOONER SOCIETY, COME 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-fifth 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, contact Coastal Opportunities board member Jim Jenkins at (207) 594-8857.

**SCHOONER SOCIETY
DONATE**



CONTRIBUTIONS IN 2015—THANK YOU!

Herb & Grace Annis

Anonymous

Bank of America

Ann Bixler

Jean Boobar

Camden Home for Senior Citizens

Tom & Susan Corcoran

Bob Davee

Lisa & Mike Davee

Tom Dowd

Thomas Fear & Ann Harmon

James Field & Margaret Pickering

First Congregational Church Outreach

Bob & Barbara Furman

Dora Galitzki & Jan Rosenbaum

Charlie & Dorothea Graham

Bob & Kathleen Hirsch

Jim Jenkins

Alan Johnson & Susan Talbot

Messler Family Foundation

Pat Messler

Peter Palermo

Keith & Priscilla Patten

James Potter

Frank Rankin

Claire & Jack Sanford

Frank & Nancy Scofield

Lucille Shimkus

Eileen & Peter Spectre

St. Thomas Parish

Hank & Claire Sullivan

Town of St. George

Town of Thomaston

United Mid-Coast Charities

Gail Varga

Nancy & Russ Wolfertz

Zern Family Charitable Trust

In Memory of Tony Bok, Arthur D. Rohl, & Cate Lamb

Carol Rohl & Gordon Bok

In Memory of Vera & Guenther Brandes

Hans & Mary Brandes

Kathleen Brandes & Michael Drons

Tim & Brenda Seeber

In Memory of Cindy Fales, Russ Fales, & Annette Overlock

Rae Fales

In Memory of Cindy Fales & Annette Overlock

Lewville & Jill Pottle

In Memory of Cindy & Russ Fales

Lyndon & Marion Mink

In Memory of Richard ("Dickie") Hooper

Frank Rankin

In Memory of Lewville H. Pottle

Bill, Alcy, & Scott Achorn

Raynold & Jean Brooks

Patricia Clark

Virginia Crabtree

Diane & Gregory Dow

Rae Fales

Florence Hammond & Janie Wesselman

Dorothy Lolham

Barbara McLellan

Nancy McLellan

Edna Montgomery

Jill Pottle

Virginia & James Robinson

Patricia Shuman

Frank & Leslie Wallington

Jane & Mark Waltz

Kathy Wood & Beverly Worthington

In Memory of Janet Rhodes

Kingsley Sleight

In Memory of George & A.J. Robishaw

Gary & Anna Seavey

In Memory of Ben Scofield

Bill, Alcy, & Scott Achorn

Ann Bex

Joe Curl & Hilda Livingstone

Joanna & Steven Curtis

Benjamin & Lauren Hilyard

Janice Walsh Kelly & Joseph Kelly

Nellie Hart

Bruce Hopkins & Mary Mackillop

Jill Lang & Ken Blakeley

Red & Ruth Maxfield

Marge & Allen Mitchell

Marcia Orff

Paul & Martha Rogers

Jennifer Rubenstein & Elaine Davis

Claire & Jack Sanford

Eileen & Peter Spectre

Kevin & Carolyn Walsh

Waterfront Restaurant

In Memory of Trudy Worthington

David & Beverly Worthington

In Honor of Linda & Joanna Yattaw

Kermit & Michael Vonnannon

Cash for Clothes Sales

Allen Insurance & Financial (sponsor)

Camden Real Estate (sponsor)

Mid-Coast Energy (sponsor)

The First (sponsor)

Cash for Clothes Committee (sale proceeds)

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 dedication to the clients and the mission of Coastal Opportunities. **Alicia Roy**, who works at the Katherine Brown Home, was recognized for her 10 years of service.



COASTAL OPPORTUNITIES ANNUAL REPORT

July 1, 2014 – June 30, 2015

OVERVIEW

Coastal Opportunities has provided services to adults with intellectual disabilities for 44 years. We provide an array of services to assist people in the community. Our services include the following supports: Home, Residential, Community, Vocational, Work, Job Development, and Job Placement.

In the upcoming year, we will be challenged to provide more programming in the community with lower rates of reimbursement for services provided. New 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 to comply with the new expectations. The plan was the result of an extensive three-year process to develop an assessment tool, the SIS, and new rates. The rules and rates were finalized after fielding input from interested parties, including consumers, guardians, and providers. The final rates for Community or Day Habilitation Services stipulated a 15 percent reduction for services provided in small groups in the community and a 25 percent reduction to the current rate for services provided in a facility.

The Worthington Apartments on 61 Elm Street in Camden were completed and occupied in March 2015. This home was made possible by a collaborative effort between the First Congregational Church and Coastal Opportunities, where Coastal would own the land but give the Church an easement for the parking on it. The apartments provide accessible housing for the three first-floor residents and offer easy walking access to most services in the community.

From July 1, 2014, to June 30, 2015, 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 58 participants; Residential and Home Supports to 33 residents who also received Community and Work Supports; and we provided Case Management Services to 20 participants. To provide these services, we employed 85 full- and part-time staff at a cost of \$2,766,526.

ORGANIZATIONAL EMPLOYMENT

Work Services

Coastal Opportunities supported participants to work at Rite Aid, Lincoln’s Store, the Penobscot Bay YMCA, West Bay Rotary Breakfast, and Maine Coast Construction. In 2014–2015, we provided 713 hours of work support to individuals.

Employment Objectives

Organizational Employment Objectives for 2013–2014

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

We received our certification and will continue to work on maintaining it.

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.

This goal will be continued.

Community Integration

Under Community Integration, we offer a variety of supports to assist participants to access the community and to improve skills within the facility.

Community Supports

Volunteer Sites

Participants received assistance to access the following volunteer sites: The 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 assistance to attend structured programs in the community. Each week, participants have the opportunity to swim at the Pen Bay Y and to bowl at Oakland Park Lanes. Participants also attended 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. We also have an annual Fishing Derby, and several participants are involved in the Special Olympics and training for the events.

Facility-Based Supports

Within the facility, participants chose 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, music therapy, and reading groups.



Community Integration Goals and Results for 2014–2015

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 20 percent of their time in integrated community settings.
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.
4. Program participants will increase the amount of time in work settings. Target: 10 percent.
In 2014-2015, we provided 713 hours of work support to 10 participants. In 2013-2014, we provided 798 hours of work support to 9 participants. The amount of time participants spent in work settings decreased by 10 percent.
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 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 2015–2016

We will continue work on the same goals for Community, Facility, and Work Services. We expect that the time spent in community sites in small groups will improve next year.

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 provide 24-hour care to 27 participants who require varying degrees of support. Five participants receive 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 2016, Residential Programs will be challenged to provide

the same level of support to participants as we move to a new evaluation and rate system that will reduce reimbursement and staffing hours for participants in their residences.

Residential Services Goals and Results

1. Coastal Opportunities will strive for 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 residences.
2. To decrease medication errors to maintain residents' health. Target: 45 errors.
There were 36 medication administration errors this year, a 25 percent reduction.
3. To increase the amount of time participants are engaging the community: Target: 35 hours per month.
Last year, participants spent on average 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: 90 percent.
We met our approved staffing patterns 75 percent of the time on average.

Goals for 2015–2016

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 2014-2015, we provided Case Management Services to 20 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 the case management service, we acted as the representative payee for 7 of the 20 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, 2015 and 2016		
	2015	2014
Operating revenue		
Net patient service revenue	\$ 3,774,358	\$ 3,839,247
Department of Health and Human Services grant	22,095	22,842
Redemption center and client sales	289,175	288,472
Other revenues	43,351	29,823
Total operating revenue	4,128,979	4,180,384
Operating expenses		
Program services	3,425,792	3,529,950
General and administrative	510,695	516,659
Total operating expenses	3,936,487	4,046,609
Operating income	\$ 192,492	\$ 133,775





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MESSAGE FROM THE PRESIDENT *(continued from page 2)*

on behalf of Coastal Opportunities, the Congregational Church, and the many people who worked to bring the project to fruition.

Coastal Opportunities was one of 54 local charities to receive a generous donation from United Mid-Coast Charities in October 2015. UMCC is dedicated to the support of nonprofit organizations that provide social services and care to those in our area who are most deserving.

In another community-based event, we were pleased to be the recipient of proceeds from one of Flatbread Pizza's Tuesday fundraising dinners. Board members, staff, clients, and friends of Coastal enjoyed good company and a wonderful selection of pizzas.

As always, the Board of Directors is immensely proud of the staff at Coastal Opportunities and wants to recognize the hard work and dedication that resulted in their receiving, on January 25, a significant three-year accreditation from CARF, the Commission on Accreditation of Rehabilitation Facilities.

We are grateful, too, to everyone who supports Coastal Opportunities with contributions, bottle donations, and Cash for Clothes donations and purchases. Thank you!

—Ann McDonald Bex, Board President