



A COMMUNITY REPORT of SPECTRUM GENERATIONS

The Central Maine Area Agency on Aging and Aging and Disability Resource Center

Together in *Excellence*

FISCAL YEAR 2019

(10/1/2018 – 9/30/19)



CHARTING OUR COURSE

A Message from the President

Every day society makes discoveries and breakthroughs and achieves new heights - in information technology, architecture, healthcare, agriculture, the environment, or space and deep ocean exploration. But what do all these discoveries, breakthroughs, and accomplishments have in common?

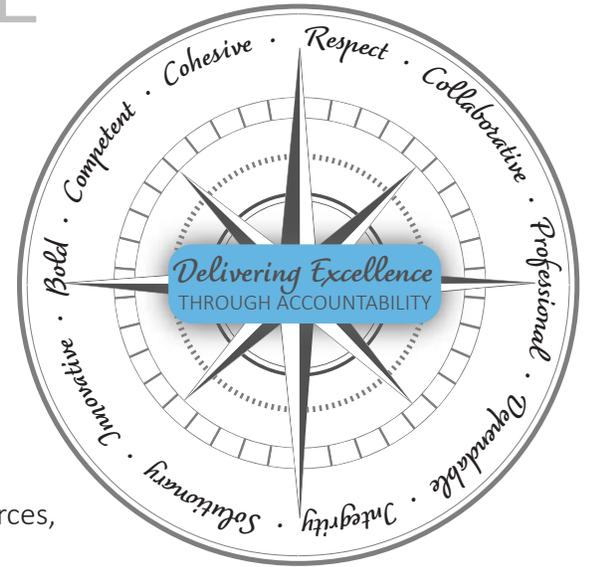
Collaboration: the process of two or more people or organizations working together to achieve a goal. And for collaboration to work, there must be cooperation and leadership, allowing for access to greater resources, recognition and rewards when facing challenges.

A significant community challenge, that will always be present, is the evolving social needs of older and disabled adults. Spectrum Generations is in the business of addressing this challenge. Each day of our existence, we promote the well-being of older and disabled adults, with the support of their care partners, to live independently in their community of choice.

Why? Because older and disabled adults deserve excellence! Excellence in facilitating the necessary access to a community system of services and supports that addresses their social needs, enabling them to participate to their fullest in all aspects of life. That is our vision.

Spectrum Generations is strongly and purposefully committed to this idea in all facets of our work. Its beginnings are our staff, including a diverse corps of committed volunteers, as the critical starting point toward continually improving the delivery of our services. This is followed closely by our four Regional Councils, who act as our grassroots eyes and ears in the community, keeping us informed on what older and disabled adults most need. It continues with our close collaboration with Maine's other four Area Agencies on Aging and the Office of Aging and Disability Services as we work together on the 2021-24 State and Local Area Plans on Aging. It climaxes with the leadership of our Board of Directors, as they set the pace in the development of our Strategic Plan that will govern Spectrum Generations through the next four years.

Continued on next page →



The achievement of such excellence cannot be done by one person, no matter how gifted, or by one organization, no matter how large. It must be accomplished through a community of people and organizations, interwoven together, in cooperation, collaboration, and partnership. This is what we call, "Together in Excellence."

-Gerard Queally





Delivering Excellence

OUR BOARD OF DIRECTORS

Officers

Gerald Homer, Chair

Daniel Booth, Vice Chair and Treasurer

Helen King-Atallah, Secretary

Members

Robert Bremm

Linda Cook

Stephanie Duncan

David Farago

Thomas B. George Jr.

Patrick O'Brien

Shelley Rudnicki

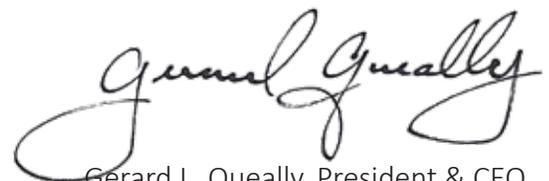
Josée Shelley

Nancy Weingarten

Our dedication to this vision goes beyond our traditional catchment area of Central Maine. We work closely with our Healthy Living for ME joint venture partners, SeniorsPlus and Aroostook Area Agency on Aging, in delivering evidence-based programs and population health services. This partnership aligns with the new thinking - the importance of addressing the social needs of older and disabled adults in coordination with more traditional healthcare modalities.

And when another community partner stumbles and is no longer able to meet its mission due to unforeseen business and environmental circumstances, Spectrum Generations will always look for ways to assist the clients affected.

I believe Spectrum Generations is an important and influential thread in the community fabric of services and supports for older and disabled adults. While important and influential, we are just one thread...but only "Together in Excellence" can we make discoveries, experience breakthroughs and achieve new heights. Thank you.



Gerard L. Queally, President & CEO
Spectrum Generations

EMBARK.

DEPLOY.

Community Impact

At Spectrum Generations, we often say that we serve thousands of older and disabled adults throughout central and midcoast Maine. We would like to share some of those statistics with you. The time period during which these services were delivered is 9/1/18 – 8/30/19.

Spectrum Generations served **33,057 people** throughout our area – many of whom are your friends, family, and neighbors. We are proud of the many people whose lives our services change and that we are able to aid so many in their desire to age in place!

1,332 people received **218,005 meals** through Meals on Wheels, and **2,141 people** enjoyed the socialization and nutrition that congregate dining offers.

We provided **480 people and their families** with caregiver support, training, counseling, and respite. We know the importance of educating caregivers in what can be a difficult role, as well as promoting self-care for the caregiver.

This also represents **19,928 hours of respite care**, which provides care for a homebound loved one while the caregiver leaves the home to take care of other matters. In addition, we increased access to needed services and supplies by providing 13 assistive devices (such as medication dispensers and falls detection devices) to 5 families in need, as well as 3 in-home assessments.

We also provided **11,825 Information and Assistance contacts** to **5,297 people** seeking resources to care for a loved one.

Our Bridges Home Services division provided **35,589 hours of care** to adults with memory diagnoses or intellectually and/or developmentally disabled adults through the Adult Day program.

We are grateful to the many volunteers and supporters who help us fulfill our mission.

Economic Impact

Healthy Living for ME, a partnership between three Area Agencies on Aging: Spectrum Generations, SeniorsPlus, and Arostook Agency on Aging was awarded a 3-year, \$450,000 grant to expand and promote classes which focus on falls prevention for older adults.

We embarked on the Inaugural Midcoast Tree Festival with two partners: All Saints Parish/Saint John's School, and the Southern Midcoast Maine Chamber. The event was held in Brunswick over two weekends, had over 3,500 visitors, and sold nearly 47,000 tree raffle tickets with all proceeds split evenly between the three organizations. The event also drew in 16 additional nonprofits who participated in a wreath display. Plans are already underway to make this an annual event!





Three Area Agencies on Aging solidify Healthy Living for ME Joint Venture

In February 2019, leaders from Spectrum Generations, SeniorsPlus, and Aroostook Agency on Aging finalized their union as a Joint Venture, with all three organizations signing papers solidifying their dedication to the statewide network of workshops addressing chronic health issues and falls prevention.

ADVANCE.



Healthy Living for ME is primed and ready to continue building its network to provide evidence-based programs to adults in need throughout the state of Maine.

Healthy Living for ME has made great strides over the past year, hosting 83 classes and reaching 730 participants in an effort to help adults manage chronic health conditions, prevent falls, and foster well-being.

Creating a healthier Maine.

In May 2019, Healthy Living for ME secured an Administration for Community Living grant to expand its Falls Prevention program in Maine's 14 most rural counties. The Falls Prevention classes have proven to be a success, with 96% of class completers reporting they would recommend the class they took to others.

"I am grateful to have had the opportunity to be part of this group. I feel I have accomplished a number of important things because of all the information I received from this workshop. I learned a lot of new tools and got reaffirmation of the importance of some information I was aware of but wasn't using to my advantage."

-A Living Well with Chronic Pain class participant



There are only three people in the state of Maine who are trained to facilitate Tai Ji Quan, Spectrum Generations' employees (L to R) Jennifer Fortin, Theresa Gogan, and Connie Breger.

Creating Value

FY19 TREASURER'S REPORT

Fiscal Year 2019 was simultaneously a successful and challenging year. In June 2019 we sold One Weston Court, the final step in a six-year exit from the property management business. The cash proceeds from the sale of One Weston Court was used to pay off (\$130,000) one of two mortgages at our Cohen Community Center in Hallowell and increase our program development reserve account by \$50,000. The completion of this strategic objective will now allow us to completely focus on our core mission without distraction.

We finished the fiscal year with an operating deficit (of \$127,795) due principally to unexpected health insurance and claims expense of \$90,900 over budget and the MaineCare rate reimbursement challenge being faced by our Bridges Home Services Personal Support Specialist (PSS) revenue center. We have addressed our health insurance/claim challenge through an innovative plan design that both meets the coverage needs of staff and the fiscal needs of the agency. The unfavorable home and community-based services reimbursement climate is anticipated to linger into fiscal year 2020. Increasing minimum wage, paid time-off for per diem staff and other mandated benefits and regulations, without coinciding reimbursement increases (current rates are based on 2015 employment costs), will remain as a root cause of deficit margins in the PSS service delivery line.

This is unfortunately forcing us to put an increased emphasis on serving private pay and Veterans Administration clients, leaving older and disabled MaineCare recipients without services. As more agencies close and leave MaineCare consumers unserved or underserved, it is expected that Maine Department of Health and Human Services will take the necessary actions needed to reverse this the trend.

Kim D. Jaeger
Chief Financial Officer and Board Treasurer

HELP US SAIL TO NEW HEIGHTS

You can impact the quality of life of older adults and disabled adults throughout central and midcoast Maine by making a charitable gift to Spectrum Generations.

Giving opportunities include a gift of cash or stock, a tribute gift to remember a loved one, a planned gift in your will, an in-kind gift, or the gift of your volunteer time and talent.

Visit spectrumgenerations.org to learn how you can support our mission.



Longtime volunteer, Roger DeRosier with dedicated supporter Claire Jackson of Healey and Associates.



In 2019, over 350 volunteers donated their time to Spectrum Generations

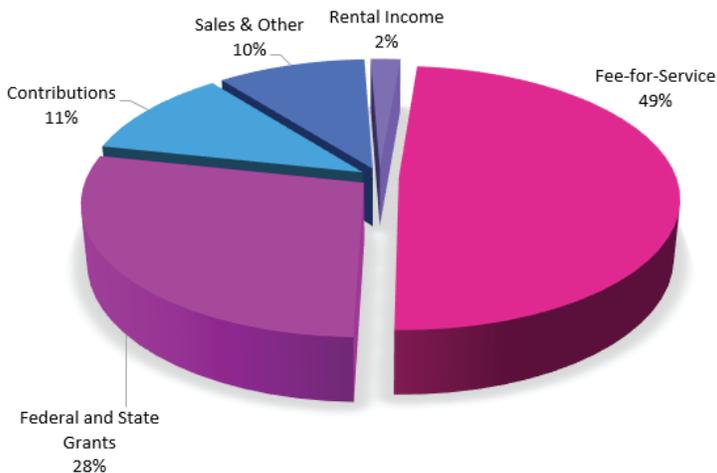
Operational Excellence

A CLOSER LOOK



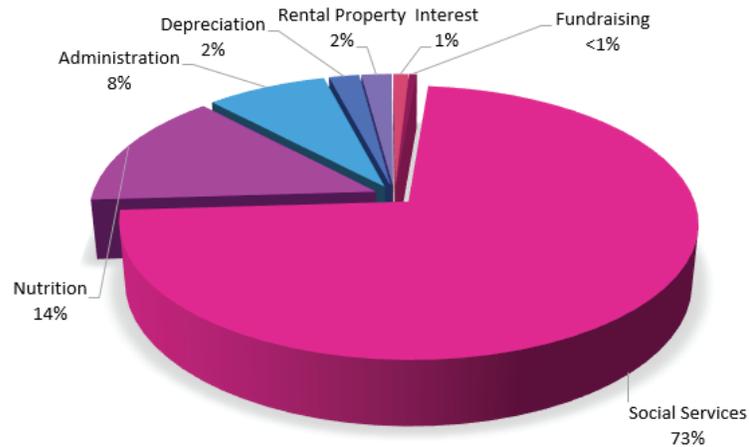
Revenues

Fee for Service	\$4,516,268	49%
Federal & State	2,606,589	28%
Contributions	1,016,228	11%
Sales & Other	895,753	10%
Rental Income	227,208	2%
Total	\$9,262,046	100%



Expenses

Social Services	\$6,214,384	73%
Nutrition Services	1,682,648	14%
Administration	876,293	8%
Depreciation	300,553	2%
Rental Property	205,442	2%
Interest	71,832	1%
Fundraising	38,689	<1%
Total	\$9,389,841	100%



*Data is from our FY19, 10/1/18 – 09/30/19 and is unaudited



Message from the Board

It has been my pleasure to serve as a Director on Spectrum Generations' Board of Directors since 2016 and as Board Chair for the past two years. Answering a call to this type of volunteer service is not without challenges and, therefore, I thank Helen King-Atallah and Dan Booth who have served with me as the Executive Committee. Together with the entire Board, we have witnessed many successes and I am confident that the agency is poised to continue to serve the needs of older and disabled adults.

The successes over the past year are outlined in this report and would not be possible without the passionate dedication of staff, volunteers, and community partners. For that commitment to our mission, I am grateful. Our successes belong to the communities we serve and only with your ongoing support are we able to meet the challenges and achievements ahead.

If you would like to learn more about how to get involved with Spectrum Generations, please email volunteers@spectrumgenerations.org.

- Gerald M. Homer, Board Chair

Proudly serving from these convenient locations:

Home Office
One Weston Court, Augusta
(800) 639-1553

Knox Resource Office
87 Elm Street, Suite 204A, Camden
(207) 596-0339

Waldo Community Center
18 Merriam Road, Belfast
(207) 338-1190

Lincoln County Regional Center
co-located at the CLC YMCA
525 Main Street, Damariscotta
(207) 563-1363

Cohen Community Center
22 Town Farm Road, Hallowell
(207) 626-7777

Midcoast Regional Center
co-located at People Plus
35 Union Street, Brunswick
(207) 729-0475

Somerset Community Center
30 Leavitt Street, Skowhegan
(207) 474-8552

Muskie Community Center
38 Gold Street, Waterville
(207) 873-4745

1.800.639.1553

spectrumgenerations.org

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