

# spectrum generations



Fiscal Year 2017

## A COMMUNITY REPORT OF SPECTRUM GENERATIONS

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

# Our Board of Directors

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## Our Mission

Promoting life-long learning, health, wellness, nutrition, community engagement, and the social well-being of all older and disabled adults.

# Message from the President



First and foremost, the positive impact that Spectrum Generations has had on improving the quality of life for so many older and disabled adults in central Maine during 2017 could not have been achieved without the tireless dedication of staff, the strong governance of our Board of Directors, the immense generosity of our volunteers and the outpouring of support we get from our communities. A big thank you to all for making it happen!

In addition to the quantity or volume of our services that are listed elsewhere in this Annual Report, I am most impressed by the quality and value Spectrum Generations is delivering as well:

- Our meals are fresh, great tasting and delivered both with dependability and compassion.
- Our Aging and Disability Counselors and Family Caregiver Consultants are continuously trained in the latest techniques and protocols toward positively addressing the social determinants of health; an aspect of healthcare that is proven to be more detrimental to quality of life than any disease itself. Additionally, they, along with our cadre of skilled and trained volunteers, are proficient in working with older adults in choosing the right Medicare plans; during the last open enrollment period this team helped **673 people** save **\$1,674,982.59** or an average of **\$2,488.83 per person**. Wow!
- Both Department of Health and Human Services and guardians of the intellectually or developmentally disabled persons seek us out to be case managers because they recognize our commitment to this population's well-being above anything else.
- We train our Bridges Home Services staff to be simultaneously regulatory compliant and personally accommodating to those who we serve in their home; we take the medically tough cases other agencies pass on.
- Renovations at all four Adult Day and Community Service facilities in Skowhegan, Hallowell, Waterville and Belfast provide modern, friendly and accommodating amenities to suit the needs of our older and disabled adult patrons.
- We are a true partner with health systems and insurers; whether it be our trained staff, volunteers, and partner sites delivering high-quality evidence-based health and wellness programming, or our qualified Community Resource Specialists who are ready to assist case managers in helping

the most complex and chronically ill patients living in the community, we are here to help them achieve the quadruple aim.

Additionally, we plan on spending **\$421,000** in capital improvements at our centers and in our service delivery programs in order to improve the experience of those who need our services long-term.

The entire community contributes to our work and shares in our success. I remain eternally grateful to our generous friends and to the state agencies who support us. All employees remain cognizant of the privilege we have in serving the older and disabled peoples of central Maine and we remain resolute in being responsive and solution based, giving needed comfort to our clients and value to our partners. Thank you.

Gerard L. Queally  
President & CEO  
Spectrum Generations

# 2018 Company Objectives

In 2018 we will continue our diligent efforts in service delivery. Our eight strategic objectives, I believe, will continue to demonstrate Spectrum Generations' commitment to our mission of promoting life-long learning, health, wellness, nutrition, community engagement and social well-being of older and disabled adults. They are:

1. Exit our property management line of business by selling One Weston Court and our community center building in Damariscotta, allowing us to increase focus on our true mission areas and improve our overall cash position.
2. Instill a high performing culture throughout the organization that enables us to be proactive, planful, responsive, and nimble to emerging issues and opportunities affecting older and disabled adults.
3. Increase the parking area at our Muskie Community Center in Waterville, allowing improved access for community residents and visitors.
4. Expand our Bridges Home Services Personal Support Service impacts by 15% through a combination of better trained and paid staff, entering new geographic service areas, and strategic partnerships.
5. Establish the agency as a leading, quality, evidence-based programming provider in the state via the Healthy Living for ME brand.
6. Be seen as the "go to" community-based provider for population health services and program offerings that address the social determinants of health which can adversely affect the health and life quality of older and disabled adults.
7. Strengthen community partnership and presence in Lincoln County by collaborating and embedding services within CLC YMCA.
8. Redesign our data systems for improved data informed decision making.

Quality  
& Value

## Community Impact

FY17 was another exciting year for Spectrum Generations, evidenced by our community impact:

Our **Community Case Management** service continues to grow and currently serves **207 clients**. Case Managers supported this work through **6,241** hours of billable service.

Bridges Home Services, the Personal Support Specialists division of Spectrum Generations, served **349 homebound clients**, more than double the previous fiscal year, and equal to **114,624 service hours**.

At our centers and throughout our service area, we hosted many special educational and fundraising events including **Cram the Van for Animeals** (Brunswick and Skowhegan), **Miles for Meals 5K** (Belfast), **Girls Just Wanna Have Fun** and **Ice Fishing Derby** (Waterville), a popular **Companion Planting Workshop** and the **Magic of Marimba** (Damariscotta), and **Luck of the Draw** (Skowhegan).

Our **Nutrition Services** prepared **265,549** total meals in FY17 –

- **8,618** meals for clients in our Adult Day programs
- **20,573 congregate meals** for those visiting our Community Centers
- **236,358 Meals on Wheels** for **1,662** homebound consumers

Our **Aging and Disability Resource Coordinators:**

- Provided support and counseling through a total of **3,984 appointments and calls**
- Assisted in linking **357 people** to money-saving benefit programs
- Helped **497 people** through Medicare 101 sessions

Spectrum Generations participated in a number of conferences, and presented at the annual Maine Quality Counts Conference first year results of our **Healthy Living for ME** program, part of the Chronic Disease Self-Management Network Initiative which focuses on managing chronic health conditions through exercise and prevention classes. President & CEO Gerard Queally also presented successes of our **Community-based High Risk Intervention Service** at the same conference.

## Economic Impact

We also had a successful year with grant funding, being awarded a total **\$348,574** for projects including:

- Studying the need for and routes of improved interaction of geriatric care into primary care within Maine
- Bangor Savings Bank's Community Matters More campaign in support of Meals on Wheels
- Harvard Pilgrim's Health Food for Every Age
- Purchase of thermal food delivery bags
- Touchpad door entry systems for increased accessibility at two of our community centers
- Vans for transportation of clients in our Adult Day programs
- Partnership with MaineHealth on their Alzheimer's-Dementia Initiative Project



## Legacy Corps

Our **Legacy Corps**, an internationally recognized program providing companionship respite for veteran and military family caregivers, received two national awards this year. Bestowed by the University of Maryland, the awards are a direct reflection of the efforts made to grow the program and enhance people's lives through the support it offers.

**The Eisenhower Award** was presented to Spectrum Generations as a symbol of our leadership in modeling how to retain members. **The Startup Award** was presented in recognition of demonstrated growth of the program through both volunteers and families seeking services, year over year. The two awards were out of only four presented, nationwide.



# Highlights



# Connecting



## FY17 TREASURER'S REPORT

Not only is quality and value evident in the services we deliver, but it is also apparent in Spectrum Generations' FY17 financial performance. At almost \$7.7 million, our revenues have never been higher and we've never had a greater financial impact.

- Bridges Home Services boosted its financial value by 43% by increasing the number of people served, the number of hours delivered and the communities served. Recent MaineCare rate increases were one of the driving factors that increased revenues by over \$130,000. As a result, Bridges Home Services reinvested more than \$1,275,000 in the form of Personal Support Specialist wages back into the local workforce.
- Spectrum Generations Nutrition program continues to grow through the generosity of our community members and donors. Our community partnerships and our own fundraising efforts allowed for an additional 25,000 meals to be served to the home bound seniors in our communities.
- Total grant funding increased by a total of 12%, even though Older Americans Act grant funding that supports many of our traditional services remained flat in FY17. We are committed to finding new funding sources in order to grow our valued services. During FY17 we were able to expand our reach with

grants from the Administration for Community Living (ACL), University of Maryland and the Doree Taylor Charitable Foundation.

- Clients saw no stop in our services when there was a four month federal payment lag or during the State of Maine government shutdown. We used all of the resources we had available in order to remain a dependable community partner.

Our growth in FY17 has been amazing and we're poised to bring our strengthened business model forward through our eight strategic objectives in FY18 in order to provide greater value to all we serve.

- Gerald Homer, Board Treasurer



## Help us continue to grow

You can impact the quality of the life of older adults and disabled adults throughout central 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.

Visit [www.spectrumgenerations.org](http://www.spectrumgenerations.org) to learn how you can support our mission.



### Revenues

Fee-for-Service	3,430,418	45%
Federal & State Grants	2,783,401	36%
Contributions	676,150	9%
Sales & Other	496,074	6%
Rental Income	309,780	4%
<b>Total</b>	<b>\$7,695,823</b>	<b>100%</b>

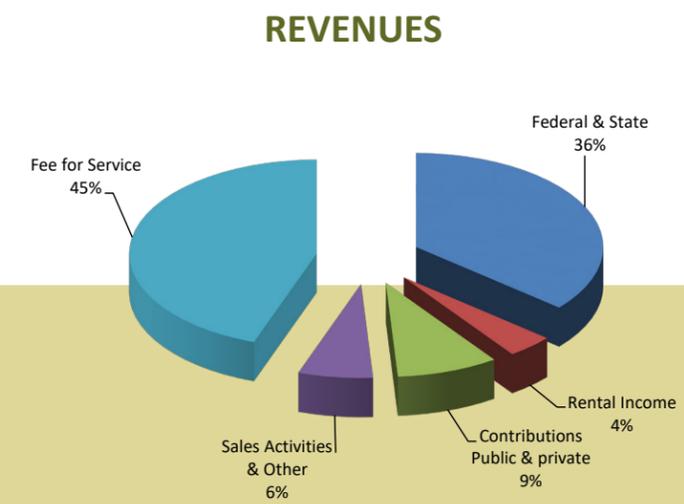
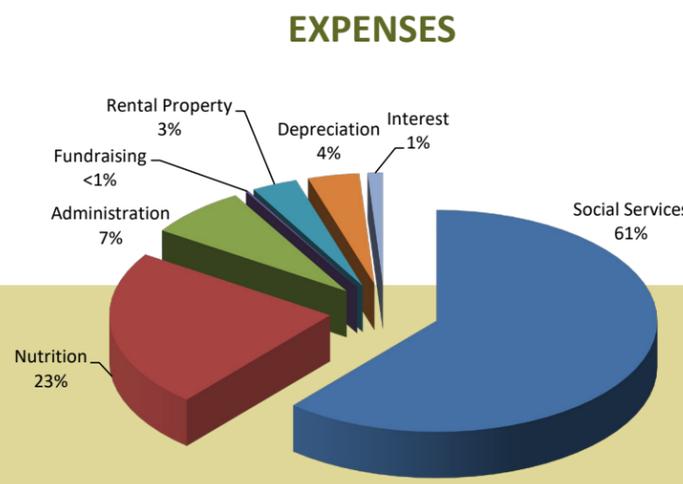
### Expenses

Social Services	4,551,875	61%
Nutrition	1,709,415	23%
Administration	547,503	7%
Depreciation	280,450	4%
Rental Property	249,645	4%
Interest	81,710	1%
Fundraising	13,375	<1%
<b>Total</b>	<b>\$7,433,973</b>	<b>100%</b>

Unaudited Data\*



Number of Meals on Wheels delivered to homes in FY17



\*Data is from our FY17, 10/1/16 — 9/30/17

“Over the past few years, I have been fortunate to be involved in Spectrum Generations – not only as a Meals on Wheels volunteer driver, but as a Board member, and Board Chair. These opportunities to get involved and personally support the mission of Spectrum Generations are enriching not only to me, but my family, and to the people I serve. My Meals on Wheels routes are a highlight of my week. I look forward to continuing the enjoyment this involvement brings and I encourage others to get involved as you are able. Spectrum Generations continues to be an organization I am proud to be associated with, and to work with the leadership of, but most importantly to have a hand in serving our many clients and their varied, individual needs. On behalf of the Board of Directors, we appreciate your support in all aspects – advocacy, donations, volunteerism – and look forward to advancing our mission with that continuation of support.”

- Dick Mitchell, Board Chair



## Core Values

**Dignity:** We believe each person possesses inherent nobility and worth that demands a natural respect.

**Professionalism:** Our staff and volunteers are the essential strength of our services who aspire to the highest standards.

**Integrity:** We expect to be accountable to the consumer and communities we serve earning their complete trust and confidence.

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