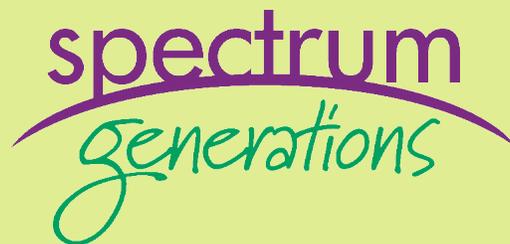




*Promoting life-long learning, health, wellness, nutrition, community engagement and the social well being of all older and disabled adults.*



## **A Community Report of Spectrum Generations**

The Central Maine Area Agency on Aging  
The Aging and Disability Resource Center  
**Fiscal Year 2015**

**1.800.639.1553 - [www.spectrumgenerations.org](http://www.spectrumgenerations.org)**

# FROM THE PRESIDENT/CEO



Aging brings inevitable change. Through life's joys and trials we gain experience; and through that experience we become wiser and more deliberate than our younger self. As we age our perspectives broaden. We naturally weave our accumulated knowledge into our everyday life.

We strive to become more generous and are eager to share our thoughts and advice with those who are younger. If we are more fortunate, we may be able to be more generous with our hard earned wealth.

But each and every day we confront the strongest challenge; it is called time. Time is always narrowing and shortening. As there are less and less tomorrows, we begin to experience the challenges that only a few years ago were nowhere in our thoughts. Our bodies and minds may begin to stumble. Our friends and loved ones pass away and we can easily become isolated and confused. No doubt change, especially as one ages, can be both a blessing and a challenge.

For the past 42 years, Spectrum Generations has committed itself to be there as a source of comfort and knowledge. We remain stalwart toward promoting lifelong learning, health, wellness, nutrition, community engagement and social well-being for the older and disabled, plus their caregivers, of central Maine. But just as the sands of time must pass through the narrow neck of an hour glass, the traditional financial resources that Spectrum Generations counted on in its earlier days have also narrowed. Change is a challenge.

For the past few years in this annual report, I have informed our stakeholders that we are working tirelessly to adapt to the challenges we face. We are continuing to evolve in order to best meet the needs of older and disabled adults in a simultaneously resource restricted but population expanding environment. Yes, it is a paradox. This evolution is a work in progress as we build upon our more traditional Area Agency on Aging (AAA) role to become a more comprehensive community based provider.

Some in the community have expressed concern that Spectrum Generations may lose its original identity as an AAA if it pursues complementary, but more fee for service and/or non-governmental contracts. This always remains in the forefront of both the Board of Directors and my mind. These uncharted waters bring challenges never before experienced. But standing still is also not an alternative; the challenges are not going away.

For the first time ever, Spectrum Generations will have a Meals on Wheels (MOW) wait list for an entire calendar year (2015) and I believe this will be the new normal. With stagnated federal funding, buttressed with some increased funding from the state and the incredible support our generous donors, we cannot keep up with the growing demand for this service. But the scarcity of resources does not stop with MOW. A recent and independent Maine Department of Health and Human Services (DHHS) study revealed that there is a dangerous

**“No doubt change, especially as one ages, can be both a blessing and a challenge.”**

scarcity of direct home care Personal Support Service (PSS) workers available to serve many of the older and disabled adults who are and should be living in the community. They traced the

desolation of this workforce to the low reimbursement rate for MaineCare. The reimbursement rate is currently at \$16.40 per hour (up from \$15.00 a few short months ago) but has been identified in the study as needing to be at \$20.52 per hour in order to build up the workforce and serve the growing demand. Where will this much needed fiscal resource come from? That is to be determined. And the list goes on.

In confronting this list of growing scarcity, we believe the old paradigm of a traditional AAA cannot be sustained in this very challenging and constantly changing environment. Spectrum Generations is continuously finding ways that best serves older and disabled adults, keeping us relevant in the community, demonstrating value to our partners, while simultaneously keeping us fiscally strong.

In 2015, we embarked on a path that has brought increased alignment with population healthcare; specifically assisting healthcare entities in better meeting the needs of the aging and disabled. After numerous successful population health pilots and demonstrations, we remain confident that we are on the right path and will continue in this direction in 2016. Additionally, we will be launching new programming that will address the needs of the intellectually disabled, making us a stronger Aging and Disability Resource Center (ADRC). Family care-giving also will be an additional area of concentration as we launch our Legacy veteran's respite program and work harder to put more state respite dollars into the hands of those in greatest need. Spectrum Generations is taking its past experiences and becoming a wiser and more deliberate organization than its younger self.

I remain eternally grateful to our generous friends and to the state agencies who support all of our work. All our 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



*“When others like myself have the privilege of knowing that a balanced meal will be there, that is a great help when both illness, as well as serious lack of income, make it impossible to sustain one's health. It's very frightening to anyone living in these circumstances.”*

-Meals on Wheels Consumer

## Community Impact

We prepared and delivered 217,985 Meals on Wheels to 1,541 homebound seniors and disabled adults.

35,039 nutritious community dining meals were served.

We provided support and counseling to 334 caregivers.

We provided 7,843 hours of home care respite to 41 people caring for family members.

Our professionally trained staff responded to 38,792 requests for help on health insurance, Medicare, prescription drugs, money management and other topics of importance.

Our evidence-based classes and workshops, along with our community center wellness programs, helped 815 people maintain or improve their health.

Bridges Home Care provided 75,875 hours of personal care allowing individuals to independently age in place.

## Economic Impact

We reinvested \$6,044,512 into six central Maine counties.

We expended \$2,245,970 with Maine businesses.

We coordinated a dedicated volunteer labor force of 643 men and women who donated 47,685 hours of their time and talents with an IRS value of \$1,100,093.00

# FY15 HIGHLIGHTS

*The past year offered Spectrum Generations many opportunities for growth and change. With our commitment to the wellness, independence and self-determination of older and disabled adults, we focused on improving the health outcomes of central Maine's most vulnerable individuals.*

Forging new partnerships with health care partners including Community Health Options, MaineHealth, Maine General, and Eastern Maine Health Systems, Spectrum Generations **Population Health** initiative improved the quality of life for those with chronic health issues, connected them to community services, identified social issues that may hinder their better health, assisted them in successfully transitioning from hospital to home, and reduced hospital admissions.

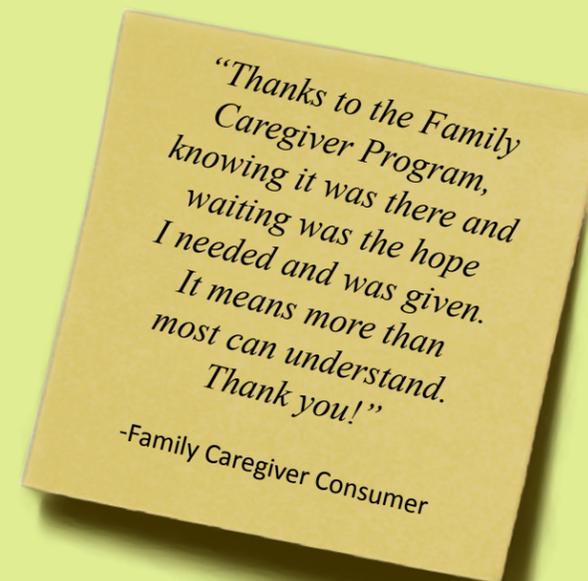
As the health needs of our senior and disabled population continued to grow we increased our **Evidenced Based Programming** capacity with more classes and certifications in Tai Ji Quan for Better Balance, Living Well with Diabetes, and Living Well with Chronic Pain.



Building upon the experience, expertise, and strengths of our Bridges Home Care, Bridges Adult Day Break and Community Case Management programs, we began an expansion of services for disabled adults. Our **Community Support program**, located at our Hallowell Cohen Center, assists intellectually disabled individuals in becoming more independent by teaching skills to build relationships, learn self-direction, explore personal interests and enjoy social benefits. Additionally, our new **In-Home supports program** supports individuals in maintaining their independence, including skill building training, assistance with activities of daily living, self-care, development, and personal wellbeing.

*"The Living Well for Better Health workshop opened my eyes to better ways to manage my health issues."*

*-Wellness program consumer*



We hosted a **Home and Community Based Services (HCBS) Sustainability Conference** in December, 2014.

We doubled the number of **Family Caregiver SAVVY** classes to help caregivers develop a sense of confidence in their care giving duties of people with dementia and how to care for themselves.

We were awarded funding to implement **Legacy Corps**, an internationally recognized, award winning program providing companionship respite for veteran and military family caregivers.

As the oldest state in the nation, we launched our first **Livable Communities** project to help central Maine towns determine their age friendliness to ensure their older and disabled residents could successfully age in place – in their own home communities where they wish to be.

Our **Money Minders** program was brought to rural areas helping seniors and disabled adults manage their checkbooks, pay bills, and help reduce potential financial exploitation.

We are proud to be a leader in **advocating** for the rights and services that benefit all older and disabled adults and those who care for them. This past year our advocacy network grew from 312 people to 458 people.

*We would like to thank our service partners, donors and volunteers, staff, board and advisory council members, and other community partners, who helped us touch so many lives.*



# FY15 TREASURER'S REPORT

The act of aging is not a passive process, whether for an individual or for an organization. It is filled with financial challenges, new and emerging technologies, and ever-changing political landscapes. The world was a much different place when the Older Americans Act was passed in 1965 and when Governor Kenneth Curtis and the Maine Legislature created the Area Agencies on Aging in 1972. Today's reality includes 10,000 Americans turning age 65 every single day and the demand for services out pacing resources.

One of Spectrum Generations' strengths is its ownership of five community centers and a central office location. These assets allow us to be integrated in the communities in which we serve; however, occupancy costs for these sites total over \$1.1 million each year. While staying committed to the model of having a physical presence throughout our service territory, we have opted to list two properties for sale; our home office at One Weston Court, Augusta and our former community center in Rockland. In both cases, occupancy costs outpaced tenant rent creating a \$65,000 deficit that other resources just cannot continue to absorb. Sale of these assets will strengthen our finances and allow us to better focus on our established mission and away from property management.



Another strength of Spectrum Generations is its commitment to continually evolve and regenerate itself by offering complimentary fee-for-service programs. These programs account for almost \$2.5 million of revenues, but also faced their own challenges such as MaineCare wait lists, slow-to-increase reimbursement rates, and a shortage of home care Personal Support Specialists in FY15.

Because of our mission, even in the face of these fiscal challenges, we remain committed to providing quality community based care. Toward that end, we will be adding two new fee-for-service programs in FY16 - In-Home Support and Community Support services to intellectually disabled adults. We anticipate that we'll be meeting a vital community need while also increasing revenues by \$125,000. Additionally, we are launching, in coordination with the University of Maryland and AmeriCorps, our \$60,000 Legacy Corps Veterans respite program. 2016 is already proving to be exciting.

A lot has changed during the four decades and we've proven that a lot of things do get better with age. We stand poised to take Spectrum Generations into a future where the population of those over the age of 65 is projected to double. We ARE part of the solution.

*"The folks at Bridges Adult DayBreak are very caring and give my loved one the attention he needs. They are very patient when he has trouble expressing his needs."*  
- Bridges Client

## Revenues

Federal & State Grants	2,470,556	40%
Fee-for-Service	2,379,414	38%
Contributions	689,369	11%
Rental Income	368,832	6%
Sales & Other	291,395	5%
	<b>6,199,566</b>	<b>100%</b>

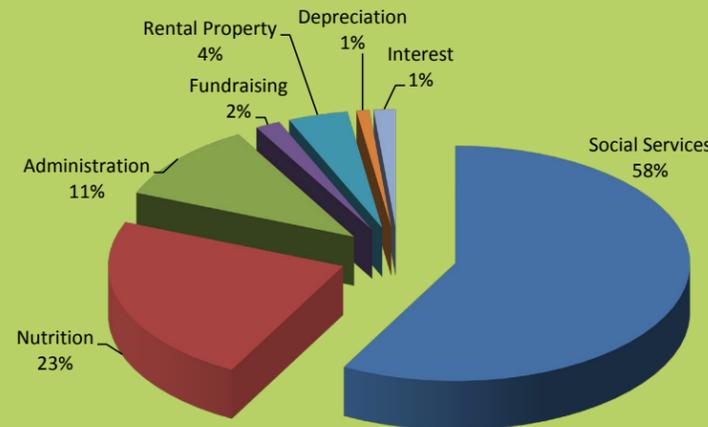
## Expenses

Social Services	3,674,752	58%
Nutrition	1,477,672	23%
Administration	678,976	11%
Rental Property	261,370	4%
Fundraising	109,188	2%
Interest	94,844	1%
Depreciation	55,666	1%
	<b>6,352,468</b>	<b>100%</b>

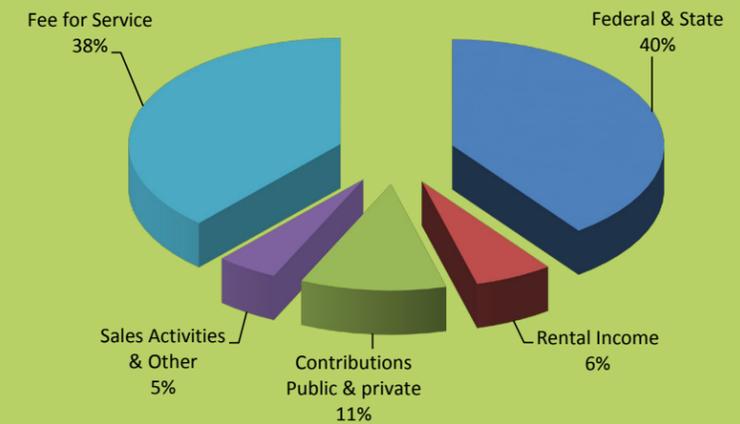
*Unaudited Data*



## EXPENSES



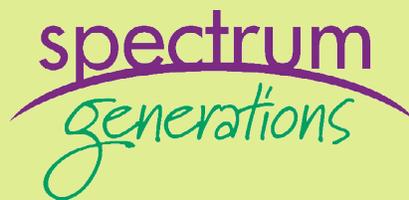
## REVENUES





*“In order to bring about change in our community, individuals need to volunteer their time, talents, and skills to assist Spectrum Generations. Volunteering and involvement at any level makes an impact on the well being of our community and the families that reside here. Whether that involvement is delivering meals with our Meals on Wheels program or holding a position on our Board of Directors, every volunteer and helping hand changes a life and makes a difference in our community.”*

- David Bernier, Chairman of the Board



## OUR 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.

## WAYS TO GIVE

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

They 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 the work of Spectrum Generations.

## BOARD OF DIRECTORS

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David Bernier, Chair  
Carmen Bedard, Vice Chair  
Lou Abbotoni, Secretary  
Barbara Biche, Treasurer

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