



Annual Report 2019



www.coastlinenb.org



fb.me/CoastlineNB

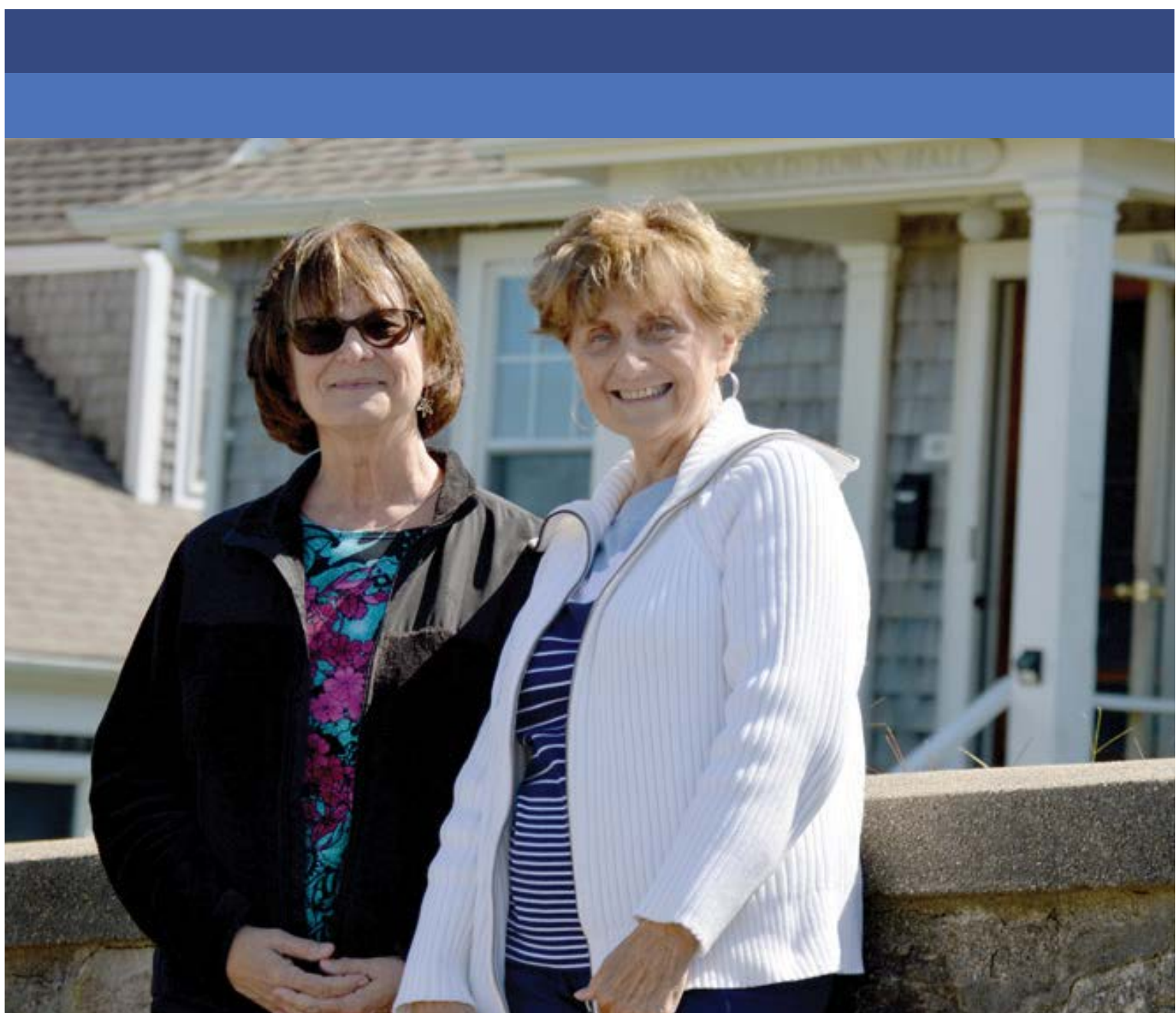
COASTLINE IS A NONPROFIT ORGANIZATION SERVING:

Acushnet | Dartmouth | Fairhaven | Gosnold | Marion | Mattapoisett | New Bedford | Rochester

Letter from the President and CEO

We are pleased to report another successful year of meeting our goals and objectives as highlighted in this annual report. Our focus remains on providing services and support to consumers and caregivers residing in our communities.

This past year we continued to make progress on our Age-Friendly Initiatives with the City of New Bedford and surrounding towns. We also enhanced our work with Nutrition Services to ensure that everyone has access to healthy food.



Coastline CEO Paula Shiner and President Rita L'Etoile

We are beginning another 3-year strategic planning process to prepare for the future needs of those we serve in an ever-changing health care environment. Lastly, we wish to thank our employees, volunteers, donors, partners, legislators, and consumers for their commitment and support, and we look forward to another successful year in 2020.

Mission To be a trusted provider of resources and services that support self-determination and community well-being.

Vision We believe that every person should have the resources and services needed to live in our community.

Values Integrity, Professionalism, Shared Vision, Teamwork, Transforming the Culture, Advocacy, Service, Excellence, Trust/ Empowerment, Customer Satisfaction

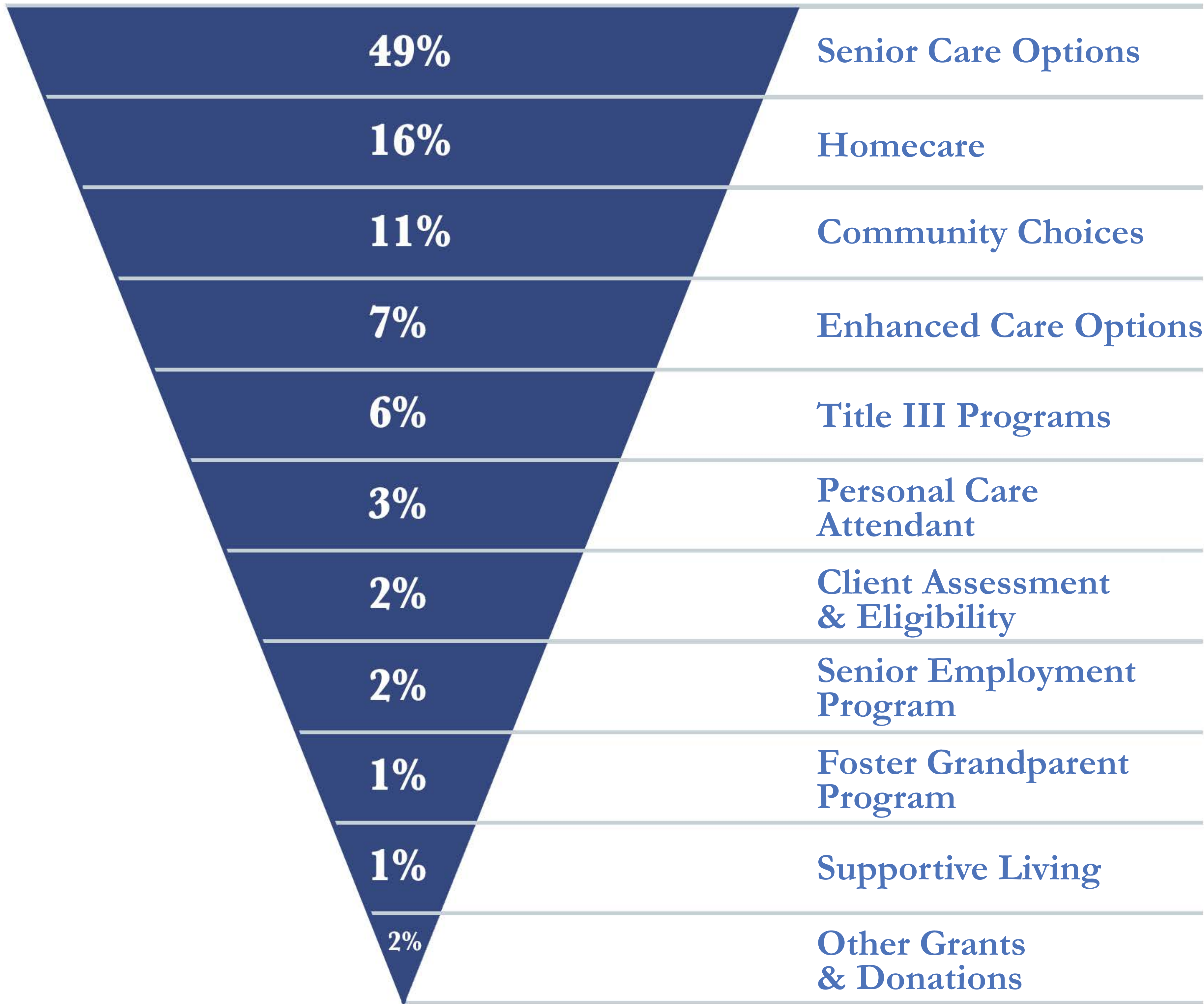
Board of Directors

- | | |
|-----------------------|------------------|
| Rita L'Etoile | Michael Cambra |
| President | Jeanne Daly |
| Lisa Mills | Debra Lee |
| Vice President | Amy DiPietro |
| Carol Nagle | John Gonsalves |
| Treasurer | Dan Fournier |
| Jeannine Wilson | Maureen McCarthy |
| Clerk | Anne Silvia |
| | Lois Spirlet |
| Ivan Brito | Healther Sylvia |

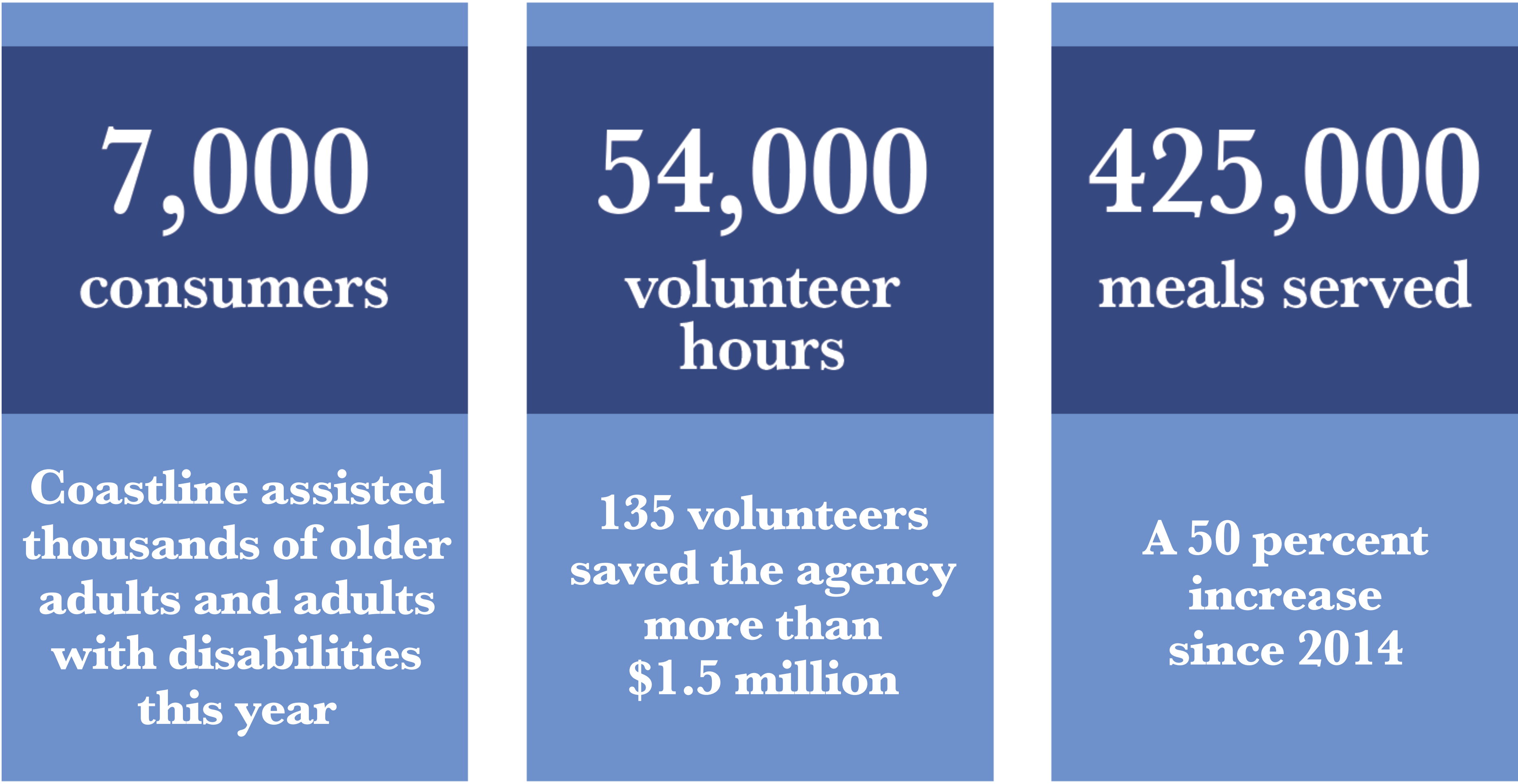
Advisory Board

- | | |
|-------------------------|-------------------|
| George Smith | Margaret Gee |
| Chairperson | Glenda Izaguirre |
| Delia DeMello | John Lobo |
| Vice Chairperson | James Oliveira |
| Herbert Johnson | Mary Ann Purtill |
| Secretary | Alice Rebelo |
| | Dr. Andrew Revell |
| Michelle Beneski, Esq. | Krisanne Sheedy |
| Angela Constantino | Jason Steiding |
| Helena DaSilva-Hughes | |

Revenue



By the Numbers



A Year of Accomplishments



The New Bedford Age-Friendly Initiative

The City of New Bedford and Coastline teamed up to make the city a more livable community for everyone by joining the “age-friendly” initiative, a project of the AARP and the World Health Organization. An age-friendly community is one that is safe, secure, and offers support services.

The Age-Friendly Steering Committee, which connects a variety of representatives from area agencies, has spent the past year working on an action plan that looks to improve everything from the way citizens get to the beach to the way they receive information.

Throughout 2018, the committee has hosted various events, including a breakfast to inform legislators about our progress and education events covering topics such as public transportation, oral cancer, and end-of-life planning.

Coastline Finds a New Home

In 2019, Coastline secured a new location on Acushnet Avenue in New Bedford. Currently, Coastline's offices are split between two locations. This new building will be large enough to bring everyone under one roof. Construction on the existing structure will begin at the end of 2019.



Coastline Awarded for Achievement

Coastline's Medical Nutrition Therapy Program received a 2019 Aging Achievement Award by the National Association of Area Agencies on Aging (n4a).

Celebration of Seniors

In June, the Bristol County District Attorney's Office and Coastline co-hosted the annual "Celebration of Seniors." This year's event was the most well-attended resource fair the agency has hosted, with more than 90 vendors and 600 participants.



Other Highlights from 2019



The Foster Grandparent Program received a proclamation from the New Bedford Mayor's office during National Service Recognition Day.



Coastline launched the nation's first memory café devoted to the Portuguese-speaking community.



In a satisfaction survey, about 85 percent of respondents rated Coastline's program meals as excellent or good.



To better reach the public, Coastline became the publisher of *Senior Scope*, a monthly newspaper that shares local news and resources.

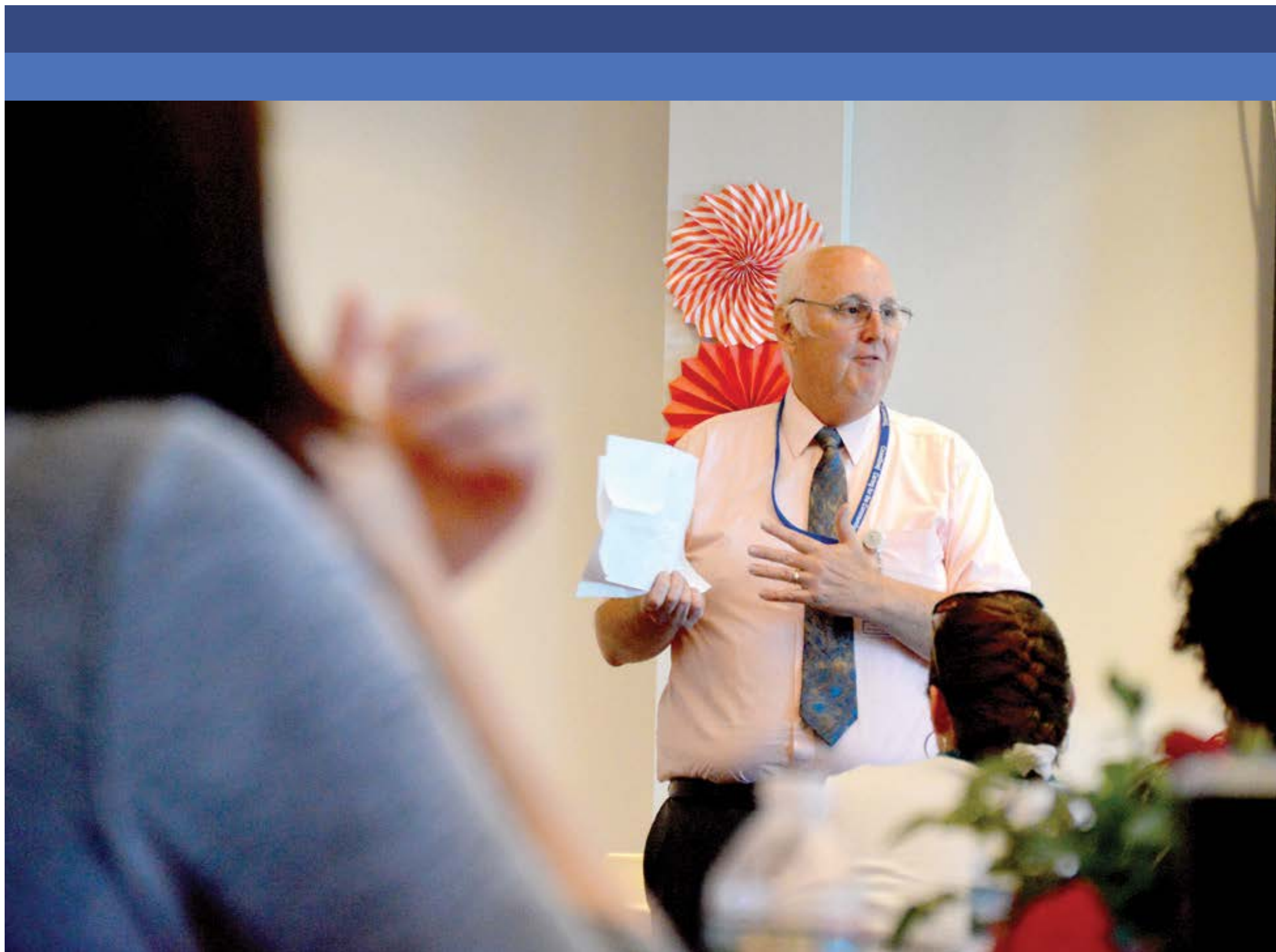


Funding through the Older Americans Act

23 local community organizations received nearly \$253,000 to ensure that a diversity of supportive services were available in the community.

Agencies that received funding included: our local Councils on Aging; Buzzards Bay Speech Therapy, Community Connections, Community Nurse Home Care, Grandparents Raising Grandchildren, Immigrants Assistance Center, Mashpee Wampanoag Tribe, M.O.L.I.F.E. Inc., Pace, Project Independence, South Coastal Counties Legal Services, Visiting Dental, and the YWCA of Southeastern Massachusetts.

Employee Recognition



20 Years

- Philip Beard

15 Years

- Moise Bourassa
- Doreen Ostiguy
- Evelyn Resto
- Natacha Salemme
- Karyn Wylie

10 Years

- Anita Maguire
- Lorine Rich

2019 Grant Funders

Raising funds is critical to any organization's ability to achieve its mission, and Coastline is no exception. We are thankful to the many local supporters and foundations that echo our mission in providing services that strengthen our community and keep seniors healthy and independent.

- BayCoast Bank
- City of New Bedford Office of Community Development
- Community Foundation of Southeastern Massachusetts
- Curtis Charitable Trust
- Executive Office of Elder Affairs
- Executive Office of Health and Human Services
- Harvard Pilgrim Health Foundation
- Katherine Pierce Trust
- The Massachusetts Rural Transit Assistance Program (MArtap)
- Massachusetts Council on Aging
- Massachusetts Department of Agricultural Resources
- Mass Home Care
- Office of Bristol County District Attorney
- Tufts Health Plan Foundation
- U.S. Corporation for National Community Services
- U.S. Department of Labor