



# Annual Report 2020



[www.coastlinenb.org](http://www.coastlinenb.org)



[fb.me/CoastlineNB](https://fb.me/CoastlineNB)

## Letter from the CEO

This year has proven that no matter what challenges may confront the South Coast, Coastline is here for our community. Even in the early days of the COVID-19 pandemic, when our understanding of the virus was still developing, public health experts agreed that older adults and those with underlying health conditions were the most imperiled.



**Coastline CEO Justin Lees**

Our services expanded to meet demand, and the public, understanding the value of our mission, reached out to ask how they could support our work. Numerous volunteers and agencies joined us as we adapted to the crisis. All the while Coastline has grown stronger through the dedication of our staff, through the new partnerships we formed, and through the incredible support from our neighbors.

Looking forward, it's clear the pandemic will last well into 2021. However, I believe we are prepared to meet the challenges ahead.

## A message from the former president



This summer, my time as President of the Board of Directors at Coastline came to an end. I'm delighted that Carol Nagle has accepted the role, and I look forward to continuing my support of the agency by remaining on the Board of Directors.

My final year as President has been quite a memorable one. Through all of the numerous challenges brought on by COVID-19, Coastline kept pace, working above and beyond to ensure the safety and well-being of the people they serve. I am humbled by the adaptability of the staff.

**Rita L'Etoile**

This year, we also celebrated the retirement of Coastline's CEO Paula Shiner, who served in the role for a decade. Perhaps her greatest legacy was setting our community on the path to become a more equitable place for people of all ages. Paula, along with the New Bedford Council on Aging Director Debra Lee, co-chaired the Age-Friendly New Bedford Initiative, and the team they assembled has worked to improve the quality of life for residents of the city. To the age-friendly steering committee, the volunteers, and Coastline's staff, I thank you for showing us that teamwork during this pandemic goes a long way.

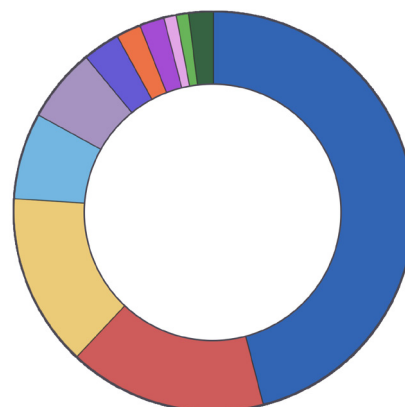
## Board of Directors

Carol Nagle <b>President</b>	Jeanne Daly Amy DiPietro
Michelle Beneski <b>Vice President</b>	Dan Fournier John Gonsalves
Ivan Brito <b>Treasurer</b>	Debra Lee Rita L'Etoile
Jeannine Wilson <b>Clerk</b>	Maureen McCarthy Deborah Raposa
Michael Cambra	Susan Roderiques Lois Spirlet

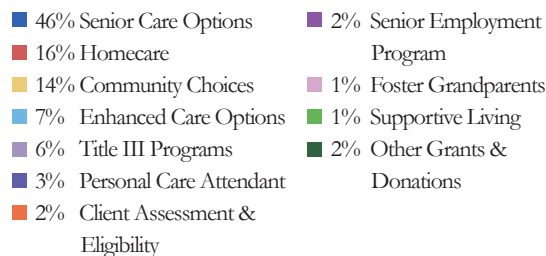
## Advisory Board

George Smith <b>Chairperson</b>	Glenda Izaguirre John Lobo
Delia DeMello <b>Vice Chairperson</b>	Lisa Mills James Oliveira
Herbert Johnson <b>Secretary</b>	Alice Rebelo Dr. Andrew Revell
Helena DaSilva-Hughes	Krisanne Sheedy Jason Steiding
Margaret Gee	

## Finances



**Revenue**



**Expenses**

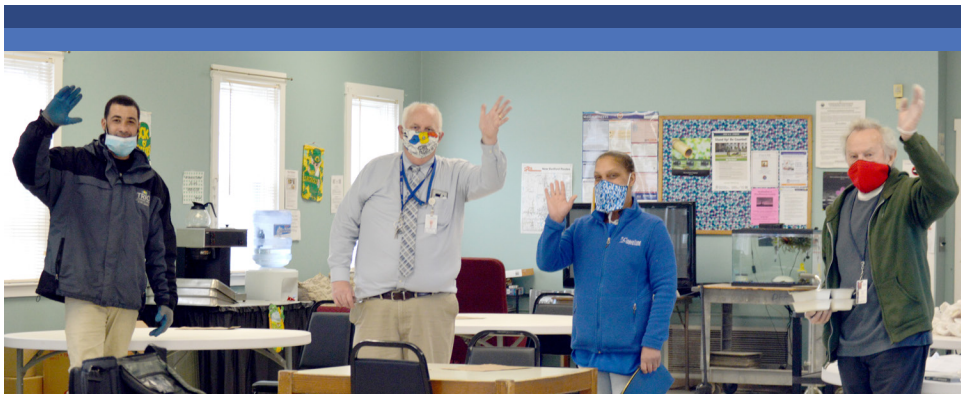
## By the Numbers

**445,000**  
meals served

**34,656**  
volunteer hours

**7,000**  
consumers served

# Coastline's COVID Response

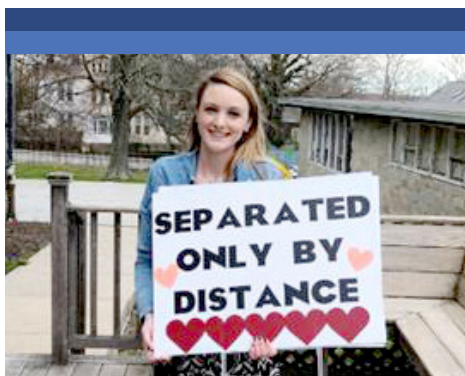


While the pandemic placed many obstacles in the way of our daily operations, Coastline was able to continue its mission of caring for our community. This required us to adapt quickly to the rapidly changing health protocols administered in the early days of the crisis.

Nearly all of our services became remote. Our staff made wellness calls and assessed new clients using video conferencing technology; our fiscal department kept pace with new guidelines as funding regulations evolved; and we all learned how to work together without being together.

Adjusting to this “new normal” was vital as the pandemic immediately created more need in the South Coast. For example, our home-delivered meal services increased by 50 percent. Throughout the pandemic, Coastline delivered extra supplies for consumers in need, including frozen meals, shelf-stable meals, sandwiches, liquid nutrition, boxes of produce and gift cards.

We are incredibly grateful to our Coastline community – our staff, volunteers, partners, and the people who serve on our boards. Your dedication and ongoing efforts are greatly appreciated.



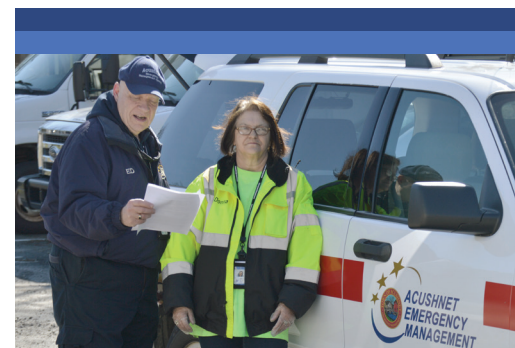
# A Special Thank You to Our Volunteers

Back in the spring of 2020, as the scope of the pandemic began to take shape in the nation, members of our community wanted to know how they could help support our work. Throughout 2020 people have offered their time, personal protective equipment, and monetary support. We are incredibly grateful for their contributions and wish to thank everyone who helped us carry out our mission.

## Food Distribution:

McKenna Amorati  
Michelle Beneski  
Abby Ciccolo  
Leo Dumas  
Cameron Durant  
Amanda Foley  
Latoya Green  
George Gray  
Tiana Hernandez  
Bob Heron  
Jack Jacobsen  
Paul Langis  
Matt Lopes  
Paula Montgomery  
Jean-Pierre Nader  
Molly O'Brien  
Susan Oliveira  
Mark Ormonde  
Jaimie Randall  
Roberto Salemme

AAA Northeast  
Acushnet Emergency Mgt. Agency  
City of New Bedford  
Coastal Foodshed  
Executive Office of Elder Affairs  
The Mashpee Wampanoag Tribe  
MEMA  
Meals On Wheels America  
SouthCoast EMS  
SouthCoast Health



SouthCoast Response Corp  
SouthCoast Food Policy Council  
UMass Dartmouth  
United Way of Greater NB  
...and thank you to all our incredible  
South Coast Councils on Aging:  
Acushnet, Dartmouth, Fairhaven,  
Gosnold, New Bedford, Mattapoisett,  
Marion and Rochester

## Personal Protective Equipment:

Sandy Abreau-Rosonina  
Joe Bahena  
Bonnie Boerl  
Karen & Coral Costello  
Ana & Derek Fritze  
Monica Furtado  
Lina Vieira  
Donna Wade

## Additional Support

Monica Furtado

We would also like to thank our regular volunteers who continued to advocate for the people they serve despite the numerous obstacles the pandemic created.

## Other Highlights

This past year was largely defined by COVID-19. However, we were able to hold several in-person events prior to the era of social distancing as well as carry out numerous projects despite the pandemic, some of which are highlighted below.



The construction of Coastline's new building continued unabated during the pandemic, and we intend to move into our new home in early 2021.



About 100 people gathered together to exercise, to enjoy a meal, and to socialize during our first Healthy Aging Walk in New Bedford.



Coastline and Bristol Community College's Occupational Therapy Assistant program partnered to train students in dementia care.



A group of panelists healed the healers at an event geared specifically toward caregivers. The speakers explored ways to manage stress.

## Older Americans Act Funding

Numerous community organizations received nearly \$253,000 toward supportive services. These organizations also received additional CARES Act funding, which enabled them to provide extra safety measures for consumers during the pandemic. Agencies 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



### 25 Years

- Ann McCrillis

### 20 Years

- Carol Hughes
- Elizabeth Ortiz

### 15 Years

- Stephanie Gibson
- Cynthia Lauriano
- Elisabet Oliveira
- Scharlee Rogers

## 2020 Grant Funders

Raising funds is critical to any organization's ability to achieve its mission, and Coastline is no exception. We are grateful to our funders, who enable us to support our consumers. This year, we would like to express our thanks to the agencies who provided us with funds, including emergency funds to assist with our ongoing COVID-19 relief efforts.

- The Carney Family Charitable Foundation
- City of New Bedford Office of Community Development
- Curtis Charitable Trust
- East Boston Savings Bank
- The Eastern Bank Charitable Foundation
- Executive Office of Elder Affairs
- Executive Office of Health and Human Services
- Fallon Health Care
- Harvard Pilgrim Health Foundation
- Katherine Pierce Trust
- Massachusetts Council on Aging
- Massachusetts Department of Agricultural Resources
- Mass Home Care
- Meals on Wheels America
- Office of Bristol County District Attorney
- SouthCoast Community Foundation
- Tufts Health Plan Foundation
- United Healthcare
- U.S. Corporation for National Community Services
- U.S. Department of Labor



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*Funding to Coastline is made possible through contracts  
with the Massachusetts Executive Office of Elder Affairs.*