

Coastline Elderly Services

ANNUAL REPORT



2023



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FROM THE PRESIDENT

As the President of Coastline's Board of Directors for the coming year, I want to offer a brief introduction. I'm Andrew Revell, and I have been involved with Coastline since 2008. I'm an Associate Professor of Psychology at UMass Dartmouth where I also direct the Ora M. DeJesus Gerontology Center.

Having served on several committees as well as the Board of Directors of Coastline, I look forward to the upcoming year and the results we can create together.

Our mission in 1977, as it is now, is to ensure that we continue to provide the resources and support that every person needs to live independently in our community.

We would not exist if it were not for amazing volunteers who serve in so many capacities, our elected and appointed leaders, the individuals on our boards, those that serve in our community each day, and who give so much so we can continue to improve the quality of life for those who need our services.

As this organization continues to grow, for this year, I feel we need to strive to develop programs and services for those who are the most vulnerable, living alone, or those without sufficient social support. Having just one meaningful social interaction per day can strengthen social connectedness, enrich self-esteem, and promote well-being.

I hope to help us move forward together to accomplish meaningful results for older people who want to age in place in our community. I welcome your support and feedback.



Dr. Andrew Revell

BOARD OF DIRECTORS

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WHO WE ARE

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

FROM THE CEO

Over the past year, Coastline has quietly been on a path of growth. This is no surprise to us in the aging field, because we know the Baby Boomers still maintain one of the largest sectors of the American demographic and are now in the mature (not “elderly”!) stage of their lives. As more SouthCoast residents join this demographic and face the woes of the economy, Coastline stands poised to provide the services they need to age with dignity and independence.



Justin Lees

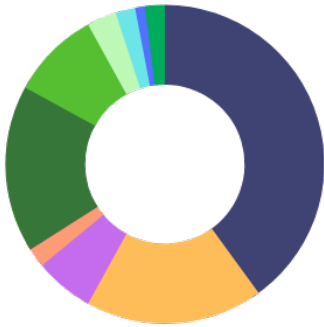
The team at Coastline has met record numbers of intakes and service deliveries and I remain confident that we will keep pace with the needs of aging and disabled individuals in our service area.

As great as the Coastline team is, we cannot do this alone. We are indebted to our community partners, our Senior Care Options and OneCare plans, and the Massachusetts Executive Office of Elder Affairs. We all come together to help people face the challenges of aging in place. Because of these amazing partners Coastline assists over 4,000 individuals in greater New Bedford every day!

I am especially grateful for our Board of Directors and Advisory Council. These two bodies consist of volunteer members who steer Coastline on its strategic journey. Their guidance and support are invaluable, and their passion is admirable. As CEO, I am honored to report the great work of our staff to these sage advisors. Not only do they serve in our boardroom, but they are some of our greatest ambassadors out in the community.

Sometime in the future, scientists may invent a “cure” for aging. In the meantime, it is something we will all face with each passing day. I am proud to know that Coastline is here to provide the services that make living with aging or disabilities easier for everyone.

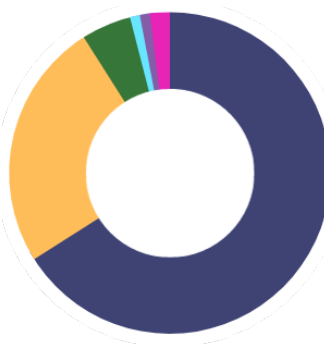
FINANCIAL REPORT



■ Senior Care Options	40%
■ Homecare	17%
■ Community Choices	18%
■ Enhanced Care Options	9%
■ Title III Programs	6%
■ Personal Care Attendant	3%

■ Client Assessment & Eligibility	2%
■ Senior Employment Program	2%
■ Foster Grandparents	0%
■ Supportive Living	1%
■ Other, Grants & Donations	2%
Total Revenue	100%

Fiscal Year '23 Revenue



■ Purchased Services	66%
■ Wages & Fringe	25%
■ Management & Admin	5%
■ Title III Subgrantees	1%

■ In Kind Rent	1%
■ Occupancy	2%
■ Direct Program costs	0%
Total Expenses	100%

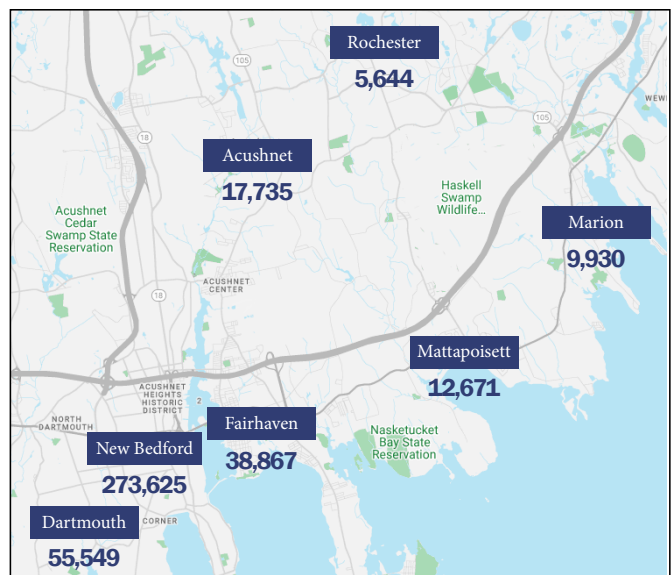
Fiscal Year '23 Expense

COASTLINE SERVES 414,021 MEALS IN FY'23

Coastline responded to an increasing need for nutritious meals in 2023, serving more than 414,000 meals in our service area during the year.

The city of New Bedford had the most meals served with 273,625 overall as shown in the breakdown on the map at right. These numbers include both home-delivered meals and those served at congregate sites, such as supportive housing sites and councils on aging.

Coastline continues to meet an increasing need for meals despite rising expenses and stagnant funding in order to ensure older adults do not go hungry and have a regular well-being check-in and friendly smile every weekday.



Total meals Coastline served in each town in FY '23.

“USAging is inspired by the example they have set for others in the Aging Network.”

— Sandy Markwood, U.S. Aging CEO

AWARDS & RECOGNITION

Coastline earned the attention of the city of New Bedford and U.S. Aging, the national association representing the network of all Area Agencies on Aging, in 2023.

Coastline’s Technology Training Program was honored by U.S. Aging for its innovation and positive impact on older adults. The program was selected to receive a 2023 Aging Achievement Award, one of the highest honors presented by USAging to its members.

The free training program, which helps older adults stay socially connected through their com-

puters and cellphones, was among only 50 aging programs in the U.S. to receive honors during USAging’s annual conference in Salt Lake City, Utah.

The city also acknowledged Coastline’s positive impact when New Bedford Mayor Jon Mitchell officially proclaimed the month of May, Older Americans’ Month, citing the need for the city to “build a better environment for older residents by not limiting our thinking about aging, exploring and combating stereotypes, emphasizing the many positive aspects of aging, inspiring older adults to push past traditional boundaries, and embracing our city’s diversity.”



FOSTER GRANDPARENT PROGRAM DEPARTS



After more than 40 years as a valued part of Coastline, the Foster Grandparent program, part of AmeriCorps Seniors, moved to a new host agency in 2023.

Coastline initiated the transition in light of an increasing need for services and a rapidly growing aging population which forced the realization that, to continue to be effective, it must become laser-focused on its core programs supporting independence for older adults.

After much discussion, Coastline identified Citizens for Citizens Inc., a Fall River-based agency who was happy to welcome FGP volunteers as a complement to its existing foster grandparent programs in other cities. Citizens for Citizens agreed to take on the program temporarily until a permanent host can be identified through a formal request-for-proposal process.

Coastline is looking forward to continuing to support the process to find a new, permanent home for FGP in the future. “We’ve heard enough early interest in the program to feel confident a new host will be identified,” said CEO Justin Lees.

Having a supportive host is crucial, but for volunteers, the most important outcome is knowing they will return to the children they love.

“I’m glad somebody picked this (program) up because the kids, they need us,” said Lorraine Silva, a FGP volunteer. “They really need us.”



“This is the time to be preparing, not just waiting for a crisis because, in many respects, we have a crisis now.”

— U.S. Rep. Bill Keating

ADVOCATING FOR BETTER CARE

Coastline invited legislators, local officials, and health care, social service, and aging professionals to a Legislative Breakfast in March to discuss the growing needs and challenges to healthy aging in the region.

The message communicated that morning was that the numbers of older adults are growing so fast that more and more elders are being overlooked or underserved and families are struggling to provide basic care.

This is true in healthcare where emergency rooms are struggling with the numbers of dementia patients they see; in mental health with many older adults resisting care because of unaddressed trauma or addiction; and in housing with elders who have no place to live.

“These are numbers the U.S. has never seen before,” said CEO Justin Lees. “If we are to truly address the mental health, nutrition and housing needs of our older populations, Coastline and other aging services organizations need increased support now.”

“We’re asking that our state legislators push to keep investing into the state budget line item and support the work we do,” said then Board President Michelle Beneski.

Coastline thanks event sponsor Commonwealth Care Alliance and all the legislators and community representatives who attended the event.



Coastline continued to expand its support of aging adults in 2023, responding to growing numbers of older adults in our service area and increasing needs for nutrition, homecare, housing and more.

2023 agency highlights include:

- Launching a breakfast drop-in option at Tripp Towers in New Bedford, [Photo 1](#).
- Raising awareness about falls and how to prevent them for Falls Prevention Week, [Photo 2](#).
- Hosting 46 cookouts at housing sites, councils on aging, and other sites in the region to provide a social group meal to older adults, [Photo 3](#).
- Holding the largest Celebration of Seniors with more than 700 people in attendance, [Photo 4](#).
- Renaming its boardroom in honor of outgoing board member George Smith who gave more than 10 years of service to Coastline and has been an unflagging champion of older adults in the region, [Photo 5](#).
- Recognizing longtime planner Ann McCrillis who retired after 28 years of service, [Photo 6](#).
- Connecting with and advocating for local nursing home residents including at Hathaway Manor's daily walk, [Photo 7](#).
- Hosting a Legislative Breakfast at Coastline to raise awareness of and increase support for aging challenges, [Page 6](#).





YEAR IN REVIEW



EMPLOYEE SERVICE



Employees are recognized for their years of service

35 Years

Terry Moniz

20 Years

Joyce Gallipeau
Dianne Mendes

15 Years

Susan Braga
Susana Carrico
Ana DaSilva
Deborah Emond
Rachel Fouts

10 Years

Paula Amaral
Justin Lees
Rita Noon
Carol Ohrenberger
Tabitha Santos

ABOVE & BEYOND

Coastline implemented a new employee recognition program in 2023, giving staff the opportunity to recognize peers who go above and beyond in performing their duties and supporting others. Employees recognized this year are:

- Kimberly Gardner, *Geriatric Support Service Crd.*
- Carol Hughes, *Asst. Dir Nutrition*
- Raymond Santos, *Systems Admin.*
- Melissa Da Rosa, *Resource Home Care RN*
- Mario Medeiros, *Geriatric Support Service Crd.*



Above, Ray Santos, Melissa Da Rosa, and Mario Medeiros pose with Justin Lees (third from left) at the award ceremony. Left, awardees Kim Gardner and Carol Hughes (l-r) are shown with Lees.

FY2023 CONTRACT AND GRANT FUNDERS

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

- City of New Bedford Office of Community Development
 - Fallon Health
 - Department of Agricultural Resources
 - Executive Office of Elder Affairs
 - George E. Curtis Charitable Trust
 - Katherine Pierce Trust
 - Religious Society of Friends
 - Molina Healthcare Charitable Foundation
 - Office of Bristol County District Attorney Thomas M. Quinn, III
 - U.S. Corporation for National Community Services
 - U.S. Department of Labor
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COMMUNITY AGENCIES FUNDED

Twenty local agencies received over \$299,000 in Title III and ARPA funds, for coordination of community programs for older people in federal fiscal year 2023.

- Acushnet Council on Aging
 - Buzzards Bay Speech Therapy
 - Community Connections
 - Dartmouth Council on Aging
 - DEAF, Inc.
 - Fairhaven Council on Aging
 - Gosnold Council on Aging
 - Grandparents Raising Grandchildren
 - Immigrants Assistance Center
 - Marion Council on Aging
 - Mashpee Wampanoag Tribe
 - Mobile Dental Hygiene Services, LLP
 - M.O.L.I.F.E, Inc.
 - New Bedford Art Museum
 - New Bedford Council on Aging
 - PACE, Inc.
 - Project Independence
 - Rochester Council on Aging
 - South Coastal Counties Legal Services, Inc.
 - YWCA of Southeastern Massachusetts
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