Coastline

Your guide to independent living

2025 Annual Report

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www.coastlinenb.org

FROM THE PRESIDENT

Eric Poulin

What's in a name? C.O.A.S.T.L.I.N.E. Care Of All Seniors To Live Independently, Naturally and Effectively. That is our mission, that is our goal, and as the saying goes, "it takes a village." The important and necessary work that Coastline does on behalf of the older adults throughout our region is the result of much effort from our staff, volunteers, CEO and senior leadership team, Board of Directors, elected and appointed leaders, & many community agencies and partners. To all of you, I say thank you very much for everything that you do.

Serving in my role on the Board, I have participated in trips to our State House in Boston, speaking at collaborative events and meetings and more. It is truly an honor for me to serve in this role. Being in the field of elder services, in my role as a COA Director, I understand firsthand the vital role that Coastline plays in the lives of our seniors, providing services directly or referring and connecting people with the services that they need. The past year or two has presented challenges, as the federal and state budgets that we rely on have continued to fluctuate, change, and evolve. Having said that, I have seen our staff, especially our CEO and senior leadership team, rise to meet the challenge.

Our role as volunteer Board members is to provide leadership, feedback and support. I'm happy we've been able to do this and through everyone's efforts, Coastline is leading the ASAP/AAA network with stable finances and the ability to continue to effectively carry out its mission to serve our seniors. It is important to keep in mind that as we grow older, we may all need a hand from time to time. Coastline will continue to be here to be that helping hand.

Before I close, I would like to acknowledge the passing of our former Board President, Dr. Andrew Revell. Dr. Revell was someone who throughout his life volunteered for many different causes. He was always willing to be that helping hand to others. We will miss him very much and we will do our best to honor him and to continue his legacy by doing all that we can to help others who are in need.

BOARD OF DIRECTORS

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Helena DaSilva-Hughes, Treasurer
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Michelle Beneski
Delia De Mello
Amy DiPietro
Lauren Golda
Karen Gregory
John Lobo
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Charles Murphy, Sr.
Lisa Parent
Cynthia Wallquist
Jeannine Wilson

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Beth Perdue
Eric Poulin
Jeannine Wilson

FROM THE CEO

Justin Lees

Fiscal year 2025 was the most challenging 12 months I have faced at Coastline. It began with a deficit exceeding $40,000,000 in the State's Homecare budget which would have translated into roughly $1,500,000 for our agency alone. Coastline and the other 23 ASAPs faced this threat head on, and I thank our entire Board, Advisory Council and staff who were all critical in a massive advocacy campaign that lasted all year. Our efforts finally paid off in August '25 when Governor Healey signed a supplemental budget to restore this funding. I especially want to thank Chair of Senate Ways and Means Michael Rodrigues, Senator Mark Montigny, Representative Thomas Stanley, Chair of House Ways and Means Aaron Michlewitz, and Mass Aging Access for working with the ASAPs to avert a disaster for Massachusetts' aging network.

But advocacy alone did not guarantee financial security, so after careful analysis and moments of thoughtful hesitation, I came to the painfully necessary decision to sunset two longstanding programs – the Senior Community Service Employment Program and Personal Care Attendant program. While both delivered valuable services throughout our community, they were not directly in line with our core services. By aligning services to our core mission, we can focus resources and serve more people while maintaining appropriate staffing levels.

Beyond financial headaches, we also faced the sudden passing of our Board President, Dr. Andrew Revell. He was an amazing person, and I am grateful for all the time I was able to spend with him in and out of our boardroom. Dr. Revell has certainly left a legacy of service to be admired by his family and community.

Amidst all the adversity, we learned how to communicate the value of our work better, strengthened our collective voice, and were reminded to never take anything for granted. Most importantly, we got through it together and are better positioned as Coastline heads into the next year.

WHO WE ARE

MISSION

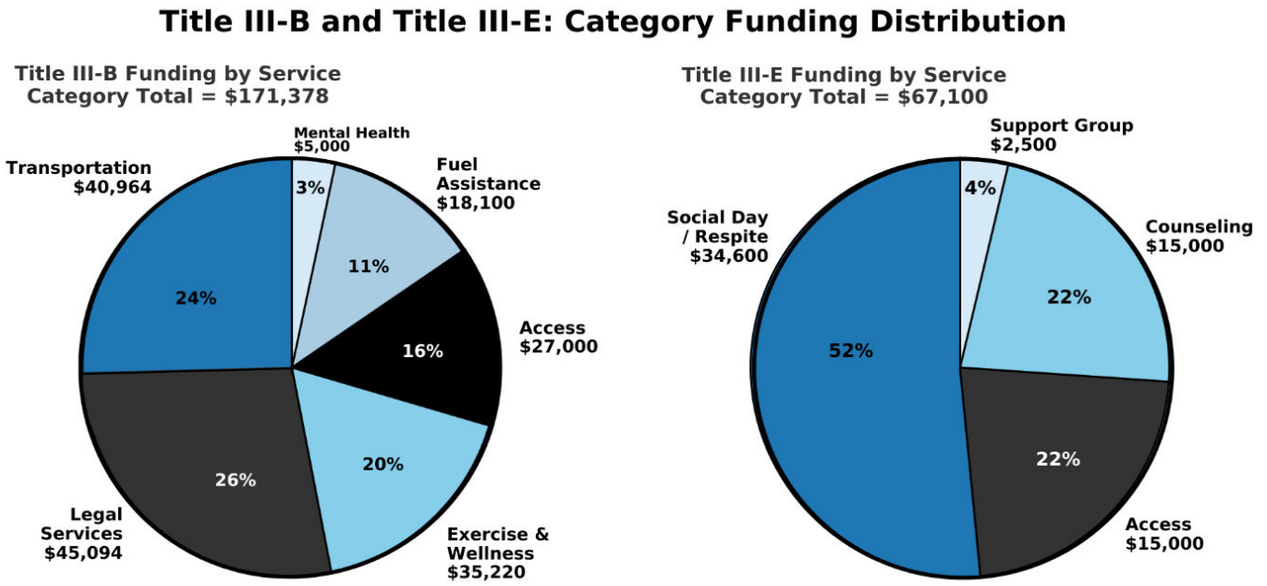
To be a trusted provider of resources and services that support self-determination and community well-being.

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



Community Programs and Services

Through federally funded Title-III programs, Coastline invested in services that strengthen family caregivers and expand access to vital supports for older adults across the South Coast. Between September 2024 and October 2025, these programs operated with high quality standards and delivered measurable, data-driven impacts.

Coastline supported community programs and services through Title-III-E with $67,100 in awards distributed to six local partners, funding a diverse mix of caregiver services. Roughly half of the funding supported respite programs, such as adult day and social day services, which provide caregivers with much-needed breaks. The remainder funded peer support groups for Grandparents Raising Grandchildren, counseling for immigrant caregivers, and education programs that build skills and confidence. Community partners also leveraged nearly 80% in matching funding support for every federal dollar, underscoring the strong local commitment to sustaining caregivers in their vital role.

"Between September 2024 and October 2025, these programs operated with high quality standards and delivered measurable, data-driven impacts."

Title-III-B focused on funding Legal Services and high-need in-home & community-based programs for older adults. Coastline invested $171,378 in 18 programs across our Planning and Service Area. Most programs expanded access to essential services such as transportation, wellness and mobility classes, cultural programming, and energy assistance; keeping older adults engaged, safe, and connected. A portion of funding addressed in-home needs for vulnerable adults, including behavioral health supports and counseling for non-English speakers. These programs help individuals age in place with dignity and respect.

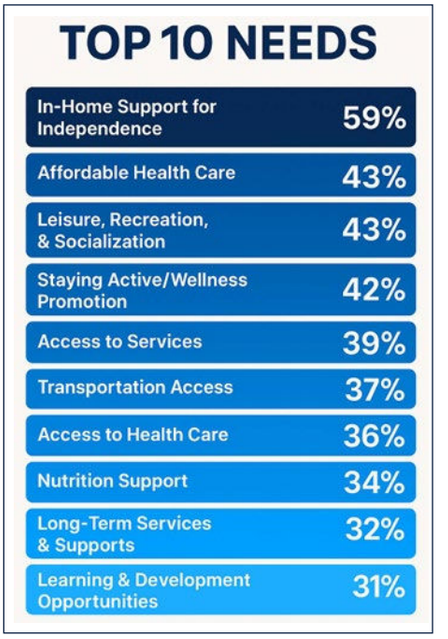
Taken together, Title III-B and III-E highlight Coastline's balanced strategy: addressing both community-wide access and the individual needs of caregivers and older adults. By providing respite for caregivers, offering safe and reliable transportation, and ensuring access to legal and in-home services, these programs ensure that older adults and their families are supported, connected, and able to thrive independently.

Needs Assessment Survey

Coastline conducted its most recent Needs Assessment Survey and Focus Group listening sessions throughout Fall and into Winter 2024, receiving 315 survey responses with an approximate 20% response rate. These surveys help to offer insight into how the region's older adults, individuals with disabilities, and caregivers are faring in the post-pandemic landscape. Compared to the 2020 survey, conducted at the onset of the COVID-19 pandemic, this latest assessment captures how life has changed under what is now commonly referred to as "the new normal." Although COVID-19 and its variants still appear seasonally, widespread vaccination and improved public health awareness have reduced its immediate impact. However, lasting disruptions from the pandemic have created new challenges that impact independent living.

One of the biggest hurdles reported is the high cost of living. Economic inflation and a shrinking workforce have caused basic expenses, most notably housing expenses, to rise significantly. Census data shows that housing costs in the South Coast region have increased by 15–25% on average. For older adults living on fixed incomes, these increases have made it harder to afford essential needs such as housing, healthcare, and transportation.

Coastline staff have also observed a sharp rise in both the number of individuals seeking assistance and the complexity of their needs. More people are turning to community-based programs, but the funding available hasn't kept pace with increasing demand. As a result, both consumers and service providers are being stretched thin, forced to "do more with less" as they navigate increasingly difficult conditions. This combination of economic pressure and growing service needs has made aging independently in the community more challenging than ever.



Area Plan Overview

In partnership with the State Unit on Aging, now known as the Massachusetts Executive Office of Aging & Independence (AGE), Area Agencies on Aging (AAAs) and Aging Services Access Points (ASAPs) work collaboratively with local communities to fulfill the responsibilities outlined in the Older Americans Act (OAA).

These responsibilities include assessing the needs of older adults within the community, identifying deficiencies and gaps in the current service delivery system, and developing strategies to address those gaps. Agencies are also tasked with developing and administering the Area Plan, funding services based on the needs identified through assessment, and creating written policies and procedures that align with OAA requirements. Additionally, they are responsible for monitoring and evaluating the effectiveness and efficiency of service providers, as well as coordinating training activities for both staff and contracted service providers to ensure consistent, high-quality service delivery.

Coastline is responsible for carrying out these duties within its designated Planning and Service Area, which includes eight South Coast communities: Acushnet, Dartmouth, Fairhaven, Gosnold, Marion, Mattapoisett, New Bedford, and Rochester. Under the mandates of the Older Americans Act of 1965, as amended, Coastline prepares and develops a Four-Year Area Plan designed to serve three primary purposes.

First, the Area Plan functions as a planning document that describes the priority needs of older adults in the region. Second, it fulfills a formal commitment to the State Unit on Aging, now AGE, by aligning local goals and strategies with state and federal aging policy. Third, the plan acts as a blueprint for action, representing Coastline's commitment to serve as both a catalyst for change and a strong advocate on behalf of older adults across the South Coast. To view Coastline's full 2026-2029 Area Plan, please visit our website.

Bridging the Digital Divide

With additional funding from the Massachusetts Broadband Institute's Digital Equity Partnerships Program, Coastline expanded the program across the region. Classes are now held at all seven local councils on aging, public housing sites, and Coastline's own offices. The agency also partners with the Massachusetts Association for the Blind and Visually Impaired (MABVI) to offer accessible training, as well as SeniorU for providing additional community sessions, and launched a device distribution program called 'Learn & Earn iPad Program' to ensure participants have the tools to practice at home.

The Learn & Earn iPad program has now had over 100 graduates, and the overall technology program has now served over 300 older adults between 2022 and 2025. Post-program surveys showed nearly a 100% satisfaction rate, with participants requesting more topics and flexible formats. Many praised the program for boosting self-confidence and reducing isolation through tools like video calls, online communities, and transportation apps.

One key factor in the program's success has been the relatable, peer-based teaching style. Participants responded well to being taught by someone from their own generation, which helped create a comfortable, judgment-free learning environment. The most popular topics included internet safety, device navigation, social media, and video calling.

The group above marked a milestone in May with Coastline's 100th student graduating from the 'Learn & Earn iPad' classes. Since launching in January, the classes have continued to help older adults build their digital skills and go home with their iPads.

Originally funded with $30,000, the program expanded with a $259,600 grant, allowing for more sessions, devices, and outreach. Coastline also created manuals, forms, and tracking tools to support long-term success. The program has shown that with the right support, older adults can thrive with technology, gaining independence and stronger social connections.

Advocacy Efforts

In response to a $40 million state budget deficit, Coastline spearheaded a multi-agency advocacy effort uniting organizations that serve and champion older adults across the South Coast. Partners included Bristol Aging & Wellness, Elder Services of Cape Cod and the Islands, Old Colony Elder Services, the One SouthCoast Chamber of Commerce, the Marion Institute's South Coast Food Policy Council, the Inter-Church Council of Greater New Bedford, and the statewide advocacy group Mass Aging Access. Together, these organizations worked to educate regional elected officials and advocate for a supplemental budget to address the shortfall, while also raising awareness of other pressing legislative priorities. Key issues included improving hospital-to-home transitions, strengthening support for caregivers and families, and expanding statewide nutrition programs.

With the support of event sponsors, AARP Massachusetts, Frogs Videography, and SouthCoast Health, and in partnership with keynote speaker, Congressman William Keating, Coastline hosted the Legislative Breakfast in March at Whites of Westport.

The event was an overwhelming success. It drew hundreds of community members, dozens of regional elected officials, and wide media coverage, all helping to highlight the urgent policy and funding needs facing older adults and their caregivers. Most notably, less than three weeks after the event, the Massachusetts House of Representatives advanced a supplemental budget that fully addressed the $40 million deficit, which Governor Healey signed into law in August.

This outcome reflected more than four months of planning and collaboration among partners and sponsors. It also demonstrated the power of community organizations working together to raise their voices on behalf of older adults, folks with disabilities, and caregivers throughout the Commonwealth.

Coastline Case Manager Kimberly Pepin (left) and Massachusetts Rep. Tom Stanley (right) discuss the challenges of home care support with Fairhaven resident Kevin Hodson.

When Home Becomes Harder to Reach

Aging Services Access Points (ASAPs) are state-contracted non-profit agencies that have helped older adults and people with disabilities across Massachusetts remain safe and independent at home for over 50 years. Through services like homemaking, personal care, meals, respite, and many others, ASAPs have supported thousands of families while saving the Commonwealth millions of dollars in avoided nursing home costs.

One of the most important tools in this effort is the Enhanced Community Options Program (ECOP). ECOP serves older adults who are clinically eligible for nursing facility care but can remain in their homes with extra support. These consumers often require at least twice the level of service of the average Home Care Program consumer. The value is clear: ECOP costs the state about $16,400 per person per year, compared to a conservatively estimated $80,000 annual cost in a nursing facility.

Despite its success, ECOP has been dramatically scaled back due to budgetary constraints at the state level. In March 2025, the Executive Office of Aging & Independence (AGE) imposed enrollment caps on the program. By September, ASAPs were required to reduce enrollment by 34%, with deeper cuts expected in the year ahead. While agencies continue to serve existing consumers, they receive reduced reimbursement when enrollment exceeds the state cap, which places additional strain on nonprofits already operating with limited resources.

AGE also reinstated Managed Intake in July 2025, creating waitlists for certain consumers. Those with a critical need for meal preparation, often among the most vulnerable, are now placed on hold. For Coastline, this has meant cutting down our ECOP consumers from 348 consumers down to 240, with 16 ECOP eligible consumers waitlisted as of August.

This results in longer waits, heavier burdens on family caregivers, and in some cases, unnecessary nursing home placements. What was designed as a cost-saving, independence-preserving program is now at risk, leaving older adults and their families to face uncertain futures. Limiting access doesn't translate into real savings, when someone is denied ECOP and must move into a nursing home instead, the cost of care soars and is most often absorbed by the state's MassHealth program.

"It is a great joy and privilege to be a part of this mission together with you."

—Dr. Andrew Revell
2024 Annual Report President's Message

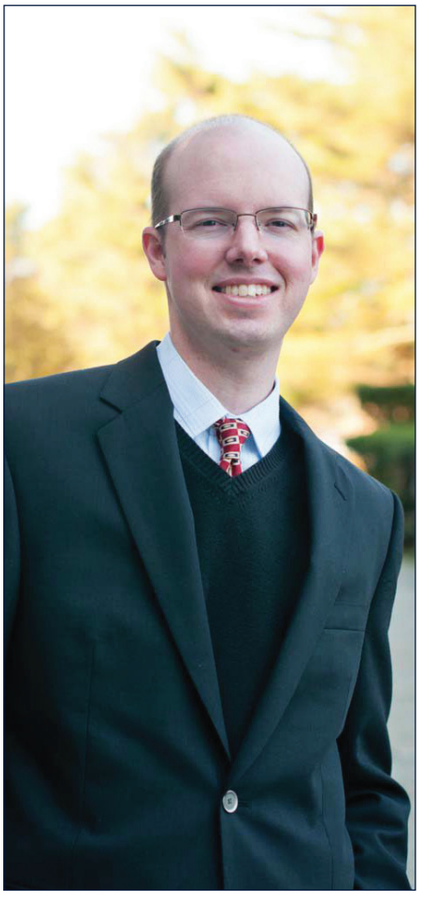
Remembering Dr. Andrew Revell

Dr. Andrew Revell served as the President of Coastline's Board of Directors until his sudden passing at the age of 51 years old, on June 19th, 2025. Dr. Revell's tenure as President can best be described as passionate and energetic, using his profound life experiences to lead our agency in a way that authentically reflected how he led his own life.

Having served our agency for over a decade in a variety of roles, those who had the privilege of getting to know Andrew immediately knew a few things about him: He was a proud husband and glowing father, a gifted professor, an incredibly intelligent life-long learner, and had an unparalleled adventurous spirit. Andrew never let the physical disability, which led him to live life in a seated mobility device, define or limit him. In fact, it inspired him to pursue as much of life as time would allow, including his beloved recumbent trike, skiing, golfing, sailing, tennis, and hiking. Incredibly, he even found the time to pursue his avid love for photography, bass choral singing, and playing the timpani in his church's orchestra.

Dr. Revell was a devout community volunteer, faithfully serving as the Senior Warden of his Episcopal Church in Marion, volunteering for the Rochester Council on Aging's Board of Directors, and true to his adventurous spirit, riding in the Pan-Mass Challenge for many years.

Andrew's legacy will be carried by his countless students, from his work as the Director of UMass Dartmouth's Gerontology Center and as an Associate Professor of Psychology; and will be joyously remembered by everyone at Coastline.



FY 2025 PHOTO GALLERY

PHOTOS: (*Clockwise from top left*) Coastline employees *(two images)* enjoy an appreciation day at Cisco's in New Bedford and gather for a group photo. Congressman Bill Keating addresses a full crowd at Coastline's March 14 Legislative Breakfast. Planning Director Zachary Boyer, CEO Justin Lees, and COO Sylvia Nobre-Hilton enjoy a moment at USAging's 50th Anniversary Conference. Executive Office of Aging & Independence Secretary Robin Lipson speaks to the 700-plus older adults who attended Celebration of Seniors in June. Coastline supporters *(two images)* deliver meals during the 2025 March for Meals event.

Above & Beyond Awards

Coastline recognized employees who go above and beyond in performing their duties and supporting others. Awardees were nominated by their peers.

Jillian Brune
Geriatric Support Service Corrdinator

Kaitlin Silva
Home Care Manager

James Ferreira
Facilities and Safety Manager

Employee Service Awards

5 YEARS

Ann Andrews
Carol Andrews
Rick Barboza
Sara Botelho
Melissa Bowcock
Nathan Freitas
Carolyn Lazaris
Felix Lopes
Cassidy Martins
Sharon Martins,
Chelsea Medeiros
Carl Mendes
Meagan Pereira
Makayla Rebello
Caroline Whalen

10 YEARS

Jessica Aylward
Jillian Brune
Carina Carreiro
Lisa Clark
Karen Costello
Kelly Oikarinen Daughtry
Samantha Ortiz
Susan Ouimet
Monique Parkin
Eugene Pina
Jose Silva
Jessie Soares
Eric Williams

20 YEARS

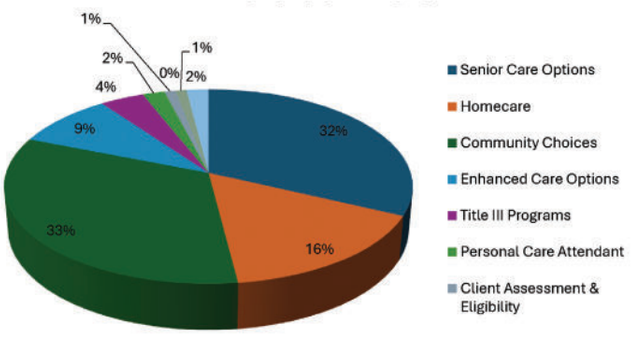
Stephanie Gibson
Cynthia Lauriano
Elisabet Oliveira

25 YEARS

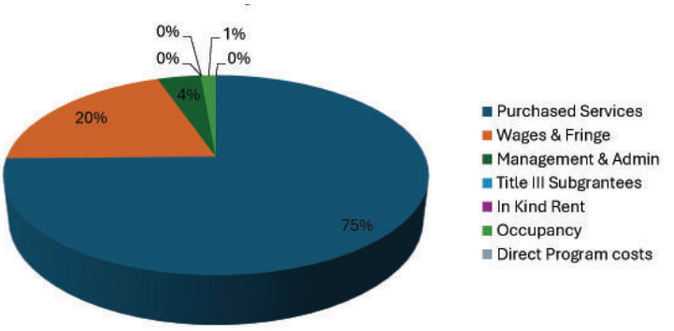
Carol Hughes
Elizabeth Ortiz

Financial Report

Revenue FY 2025



Expense FY 2025



Contract & 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 older adults healthy and independent.

- City of New Bedford Office of Community Development
- Commonwealth Care Alliance, Inc.
- Department of Agricultural Resources
- Executive Office of Aging & Independence
- Fallon Community Health Plan, Inc.
- George E. Curtis Charitable Trust
- Inter-Church Council of Greater New Bedford
- Katherine Pierce Trust
- Maine Council on Aging
- Mass Home Care
- Mass Technology Collaborative
- Molina Healthcare Charitable Foundation
- Office of Bristol County District Attorney Thomas M. Quinn, III
- Religious Society of Quakers
- Senior Whole Health, LLC by Molina Healthcare
- Tufts Associated Health Maintenance Organization, Inc. & Total Health Plan, Inc.
- Tufts Health Public Plans, Inc.
- U.S. Department of Labor
- United Way of Greater New Bedford
- UnitedHealthcare Insurance Co.
- WellSense Health Plan

Community Agencies Funded

Nineteen local agencies received over $237,000 in Title III funds, for coordination of community programs benefiting older adults, the disabled, and their caregivers, in federal fiscal year 2025.

- Acushnet Council on Aging
- Buzzards Bay Speech Therapy
- Coastal Neighbors Network
- Community Connections
- Dartmouth Council on Aging
- Fairhaven Council on Aging
- Gosnold Council on Aging
- Grandparents Raising Grandchildren
- Immigrants Assistance Center
- Integrity Eye Care
- Mashpee Wampanoag Tribe
- Moxie Mobility
- 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

Contact Us

508-999-6400

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MASS OPTIONS
Your connection to local aging and disability services

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