

2026 ANNUAL REPORT



508-999-6400



863 Belleville Ave.



www.coastlinenb.org

FROM THE PRESIDENT

First and foremost, I would like to thank you for allowing me to serve as the President of Coastline's Board of Directors, and I take this opportunity to offer my congratulations on Coastline being named the "Top Employer in the 101–500 Employees category in the 2026 SouthCoast Community's Choice Awards!" Our Senior Leadership Team and Board have done much in the last few years to make sure we recognize our employees' contributions to Coastline including holding appreciation events, providing holiday gift cards, and offering salary and hourly increases whenever possible while still maintaining the fiscal stability of our agency.



As I reflect on the past year, I am filled with deep gratitude to be a part of an organization that continues to grow, adapt, and to make a real difference in the lives of those we serve. Since 1977, we have shared the dream of a better future, advancing our mission and vision that every person should have the resources and services needed to be able to live happy and healthy lives in our community.

This past year, we have witnessed challenges including interruptions in funding sources that have contributed to changes to essential public programs, but we remain steadfast, vigilant, and committed every day to improving the quality of life for those who need assistance. We appreciate the generosity of funders and donors who play a crucial role in building sustainability and efficiency by investing in Coastline and allowing it to thrive, which has helped us to maintain positive connections in our community. We will continue to foster strong relationships with our funders.

Thank you to the dedicated senior leadership, the staff, volunteers, and community partners who are our backbone, providing continuous support and helping us in achieving our goals. Whether you give your time as a volunteer, contribute financially as a donor, or partner with us on the ground, you are the heart of this organization. Your contributions help us to fill service gaps and strengthen ties. By believing in our mission and helping us build a brighter, stronger future, we know that together we can make a difference. Helen Keller once said, "Alone, we can do so little; together, we can do so much."

So, to those of you who are not involved, please consider volunteering. There are many programs that need your assistance and expertise, which also includes serving on our board of directors, advisory council, and committees.

As we look ahead to the coming year, it will mark 50 years of profound appreciation and overwhelming support of everyone who has helped us in our journey to make Coastline the best in providing high-quality services to our older population, their caregivers, and the disabled. We have ambitious goals, but I am confident that together, we will accomplish great things. Thank you to everyone for believing in our mission and walking this journey with us.

Our Mission, Vision and Values

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.

Core Values

- ★ Integrity
- ★ Advocacy
- ★ Professionalism
- ★ Shared Vision
- ★ Teamwork
- ★ Transforming the Culture
- ★ Service
- ★ Excellence
- ★ Trust
- ★ Empowerment
- ★ Customer Satisfaction

FROM THE CEO

Reflecting on the past year, I am proud of all we accomplished and grateful for the many joyful moments along the way. The hard work and dedication of the entire staff placed Coastline in the top-tier status for the Executive Office of Aging and Independence's ASAP Designation Process in all four quarters of the year. We were able to maintain budgetary control even when external constraints made it very difficult, resulting in a surplus at year-end. We also spent six months with internal and external stakeholders to create our 2027-2031 Strategic Plan (more on that later in this report).

In May, Coastline joined representatives from the Massachusetts aging services network on Beacon Hill to advocate for those we serve. We gathered to highlight the value of our programs and to request continued investment into the network from our lawmakers. During our visit, the Coastline team was treated to tours of both the House and Senate chambers. A heartfelt thank you to Representative Mark Sylvia and Senator Michael Rodrigues for providing this unique opportunity. More importantly, we made sure our voices were heard and secured some additional funding in the final FY-27 state budget.

When the aging network gathers it reminds me that no matter how big our agency is or how well we perform, Coastline does not do anything on its own. We strongly rely on the countless partners we have in the south coast, throughout Massachusetts and across the nation. Aging is a complicated process, and navigating through it can be frustrating and intimidating. Coastline needs our partners to fund programs and to fill in the gaps that our services may not cover so that we can guide people along their aging journey. The partnerships we have throughout this network, whether formal or informal, are our biggest asset and what keeps driving us forward.

Looking ahead I know that Coastline will always face difficulties, especially with an increasingly older population which demands more aging services. I am optimistic that by staying true to our mission and following our long-range goals we will continue to overcome the obstacles with great success. I thank each and every person that contributes to Coastline in some way, you make a huge difference in the lives of older adults throughout greater New Bedford.



BOARD OF DIRECTORS

Eric Poulin, President
 Martha Reed, Vice President
 Helena DaSilva-Hughes, Treasurer
 Christine Cernak, Clerk
 Delia DeMello
 Amy DiPietro
 Lauren Golda
 Karen Gregory
 Sarah Landry
 John Lobo
 Charles Murphy
 Erin Nunes
 Lisa Parent
 Cynthia Wallquist
 Jeannine Wilson

ADVISORY COUNCIL

Maria Connor, Chairperson
 Michael Jackman, Vice-Chairperson
 James Oliveira, Secretary
 Ivan Brito
 Robyn Burr
 Maria Giesta
 Latoya Green
 Linda Jacknovy
 Joan Kilroe
 Rev. Debra Lee
 Rev. David Lima
 Ian Trombly

DEVELOPMENT COMMITTEE

Ashley Barrigas
 Zach Boyer
 Rui Campos
 Maria Connor
 Kate Gadd
 Dionne Gomes
 Justin Lees
 Louis Massa
 Gerami Pacheco
 Beth Perdue
 Jeannine Wilson

PLANNING FOR COASTLINE'S NEXT CHAPTER

Coastline began the process of Strategic Planning in January in order to help shape where our organization is headed over the next several years. This process gave us an opportunity to take a closer look at what we do well, where we can improve, and how we can continue adapting to the changing needs of the communities we serve.

These strategic efforts come at an important, challenging, and pivotal time. Older adults are living longer, which creates an inflection point for the national aging network, as the needs of those we serve are becoming more complex and demand for many of Coastline's programs continues to grow. At the same time, organizations like ours are navigating uncertainty around government funding, workforce availability, and the resources needed to sustain and expand services as demand exponentially grows.

Staff input and participation was integral to the success of this work. An employee experience survey conducted in April gave staff across Coastline an opportunity to share their perspectives, with that feedback incorporated into team discussions and several of the initiatives now moving forward. The input we received from the Board of Directors, Advisory Council, management team, executive leadership, external stakeholders, and employees at all levels, helped to inform our Strategic Plan.

Strategic Planning is ultimately much more than just identifying goals. It is about making sure Coastline remains prepared for what comes next, by knowing where we are now, and reflecting on our agency's history. Through strengthening our workforce, programs, technology, communication, and community reach, we are collectively building upon nearly five decades of service while creating an even stronger foundation for the years ahead.



COMMUNITY ORGANIZATIONS FUNDED

Coastline provided \$360,732 in funding through Title-III of the Older Americans Act to 21 community organizations in Federal Fiscal Year 2026. *These programs and services fall into three distinctly targeted categories of Title-III: Supportive services for older adults and the disabled, Evidence-Based Health Promotion, and Family Caregiver Support.*

Acushnet Council on Aging
 Buzzards Bay Speech Therapy
 Coastal Foodshed
 Coastal Neighbors Network
 Compass Care Transportation
 Dartmouth Council on Aging
 Fairhaven Council on Aging
 Gosnold Council on Aging
 Habitat for Humanity of Buzzards Bay
 Immigrants Assistance Center
 Marion Council on Aging

Mashpee Wampanoag Tribe
 Moxie Mobility
 New Bedford Art Museum
 New Bedford Council on Aging
 NB Behavioral Health of Older Adults Program
 PACE, Inc.
 Project Independence
 Southcoast LGBTQ+ Network
 South Coastal Counties Legal Services, Inc.
 YWCA of Southeastern MA

THE MASSACHUSETTS AGING NETWORK'S EXCELLENCE

Massachusetts has built one of the nation's best and most comprehensive aging networks. There are tremendous benefits to growing older in Massachusetts, from accessibility to programs and benefits to care coordination and integration across providers, our state has helped enhance the quality and availability of the supportive services which allow older adults to age at home and within their community.

The data used to make the case for our Aging Network's excellence is easily demonstrable. Within the lens of budgets being moral documents, you can look no further than the MA SFY2027 state budget, which includes a combined \$412 million in funding for Home Care and Case Management Services, which accounts for a 41% increase in funding since SFY2024. Beyond its financial investments, the Home Care Licensure bill, which was recently signed into law, helps elevate the contributions of the home care workforce while also creating a deeper method of accountability for employers. According to AARP's Long Term Supportive Services (LTSS) scorecard: MA ranks #4 in the nation overall, #2 in Choice of Setting and Provider, and #4 in Affordability and Access.

Massachusetts' Aging Services Access Points (ASAP) structure was created in 1996, replacing the previous Home Care Corporation structure, with many thanks to Senator Mark Montigny's advocacy. Bristol County's elected officials have historically been leaders in focusing older adult needs in the state legislature. The longest serving Senate Ways and Means chair, Senator Michael Rodrigues, has presided over 6 state budget deliberations and has provided significant contributions to Bristol County's Councils on Aging; and with the help of former State Representative William Straus, bolstered transportation accessibility for our region's older adults.

The aging network's deeply expansive roots throughout the Commonwealth are clear and evident when viewing the state-contracted Aging Services Access Point (ASAP) system, which includes Coastline and 22 other ASAPs, along with the 350 Councils on Aging, ensures that every single community within the state is covered by the aging network. This coordinated no-wrong-door multi-entry system is as robust as systems come within the national aging network, which is enhanced by a wide level of integration and coordination. The Senior Care Option (SCO) structure and the professionalized Geriatric Support Services Coordinators (GSSCs) both assist with embedding medical teams and community-based expertise into the ASAP system and continuum of care.

The history of Massachusetts' embrace of older adults and facilitation of the aging process is lengthy and continues today. We were the 2nd state to become recognized by AARP as Age Friendly, Governor Healey's ReiMagine 2030 framework and incorporation of age-friendly practices throughout the entire state government, and rebranding the Executive Office of Aging & Independence, are all clear indicators that our state's excellence in aging will continue for generations to come.



TITLE-III COMMUNITY PROGRAMS AND SERVICES

Title-III of the Older Americans Act is Congressionally appropriated legislation, which provides Coastline funding, along with 617 other Area Agencies on Aging throughout the nation, for Community Programs and Services to benefit older adults, the disabled, and their caregivers. Each program that is funded through Title-III is required by law to provide funded programs free for community participants. These programs and services are specifically designed to target demographics of the population that are of the highest economic and social risks, in order to alleviate the obstacles in their lives which may prevent them from aging at home, in their community, with dignity and respect.

Through Title-III, Coastline provided \$360,732 in funding to 21 local organizations which operate 25 distinct programs. The programs and services offered include, but are not limited to: legal services, transportation, exercise classes, accessibility ramp installation, benefits assistance, support groups, social days, behavioral health, etc. For a list of organizations that we help fund through Title-III, please refer to page three of this Annual Report, under “Community Organizations Funded”. Remarkably, last year, these programs and services provided 7,637 services to 2,408 unduplicated consumers.



Funding that supports Title-III continues to decrease amidst increased costs related to operating these key programs and services. This reality compelled our agency to educate our staff, providers, and community, on the programs and services that are available to them through Title-III; as the breaking down of silos within the aging network enables us to share supportive resources and make every dollar stretch, so that we can help more people despite lesser means. This effort tangibly took shape at Coastline, where for the first time since the pandemic, we convened our community’s Title-III funded partners to educate each other and our agency’s staff on what is available. The event was a resounding success, hosting approximately 200 individuals and leading to significant increases in referrals and overall service utilization, especially among the newer and lesser-known programs and services. Simply put, their success is our success; and success means helping more people age in place, as part of their community, with dignity and respect.



CONNECTED AND ONLINE

Coastline continues to expand digital access for older adults through technology education, digital navigation, device distribution, and workforce development opportunities. Through partnerships with the Massachusetts Broadband Institute (MBI), CWI Works, Senior U, and local Councils on Aging, older adults across the region are gaining the skills and confidence needed to stay connected and use technology more independently.

Coastline's Learn to Earn iPad program has proven exceedingly popular, serving 224 students across 36 classes, with each graduate receiving a free iPad and more than two dozen additional participants scheduled through Fall 2026. Since the beginning of the MBI-funded initiative, 764 individuals have also received digital navigation services. Through Coastline's partnership with Senior U, technology education is also offered at the Fairhaven and Dartmouth Councils on Aging, including smartphone use, internet navigation, online resources, and newer technologies such as artificial intelligence.



Coastline also partnered with CWI Works to create the 'Powering Opportunity for Older Adults' program, offering a more intensive, workforce-focused approach to digital literacy. Led by instructor Kraig Perry, who holds National Board Certification in Teaching Standards (NBTS), six older adults graduated in April 2026 after completing five weeks and 45 hours of instruction. The course covered Windows 11, cybersecurity, digital communication, cloud technology, word processing, web navigation, and other practical workplace and everyday skills. Each graduate received a Workforce 2026 Certificate of Achievement.

Thanks in part to the program's continued success, Coastline cumulatively received \$327,000 in extended MBI funding to continue these efforts through November 2026. The funding supports additional Learn to Earn classes, Senior U programming, digital navigation, and device distribution. The program will conclude on November 30 following final classes, participant support, device distribution, and reporting, with participants recognized at a program celebration on November 19.

At the same time, Coastline was awarded the Connected + Online Grant, helping continue digital inclusion efforts beyond the MBI program. Through this funding, a technology lab and device lending program is being developed with the Fairhaven Council on Aging, providing older adults with continued access to technology, hands-on assistance, and opportunities to build their digital skills. These essential programs are helping older adults remain connected, continue learning, access important resources, and participate more fully in an increasingly digital world.

GUIDE: HELPING FAMILIES NAVIGATE DEMENTIA

Receiving a dementia diagnosis is difficult, not only for the person affected by the disease, but also for the family members and caregivers supporting them along the way. Coastline's GUIDE program (Guiding an Improved Dementia Experience) was developed as part of a national 8-year pilot model, led by the Center for Medicare & Medicaid Services (CMS) to help make that journey less



cumbersome; by providing caregivers and individuals with dementia with comprehensive and consistent support, education, resources, and someone to turn to when needs change.

GUIDE is especially focused on educating and supporting the caregiver of those diagnosed with Dementia. Participants are connected with a Care Navigator who checks in monthly, helps identify changing needs as the disease progresses, answers questions, and connects families with available services. Caregivers can also access dementia education, behavioral health resources, support groups, a 24-hour assistance line, and up to \$2,625 in annual respite services that provide a much-needed break from day-to-day caregiving responsibilities.

Dementia is different for every individual and every family. Memory loss, confusion, changes in behavior, wandering, anger, or difficulty completing familiar tasks can develop gradually or sometimes change very quickly. GUIDE helps families better understand those changes and prepare for what may come next, while also recognizing the emotional weight that caregiving carries.

Coastline began enrolling consumers into GUIDE in June 2026 as part of a statewide collaboration among Aging Services Access Points. Individuals can receive assistance in determining a dementia diagnosis, and for those already with a dementia diagnosis, they can participate even if they do not currently have a caregiver, although caregiver respite services would not apply.

One of the most important aspects of GUIDE is connecting people early in their dementia journey. The most important first step is simply reaching out to get help navigating the disease's progression and burdens of providing daily care. The sooner concerns about dementia are identified and families are linked with support, the more opportunities there are to access resources, develop routines, and put services in place, before caregiving becomes too overwhelming and emotionally burdensome.

FY 2026 PHOTO GALLERY

PHOTOS: (Clockwise from top left) Planning Director Zach Boyer, CEO Justin Lees, COO Sylvia Nobre-Hilton at USAging 'Answers on Aging Conference'. Coastline at Walk With A Doc. Tripp Towers residents BBQ. Rep. Mark Sylvia at March for Meals. Coastline Employee Appreciation Event at Cisco.



Above & Beyond Awards



Samantha Dick
Geriatric Supportive
Services Coordinator



Heather Mello
Home Care Manager



Ashley Bradley, Care Manager



Tim Murphy
Meals on Wheels Driver

Employee Service Awards

25 YEARS



Christine Piszcz

20 YEARS



Paula Sipple

15 YEARS



Jean Breault, Kaitlin Deutra Silva,
Stephanie Silva

5 YEARS



10 YEARS



Ivemi Camacho Morla
Stasia Finney
Kimberly Gardner

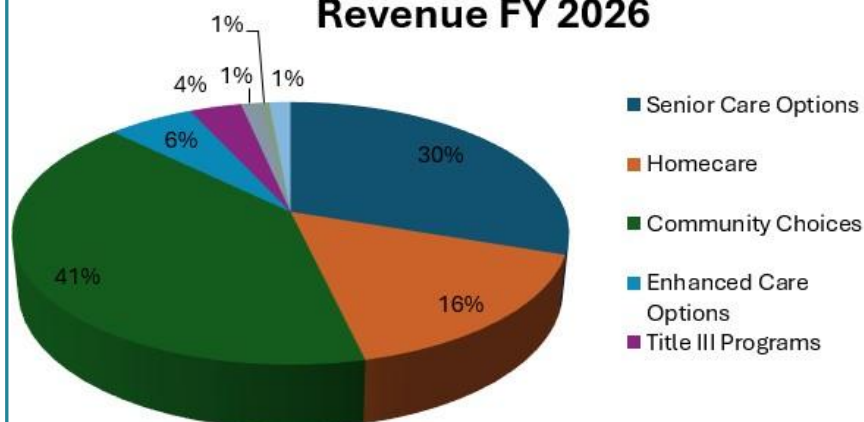
Michael Heuberger
Mario Medeiros
Devon Melo
Peter Richard

Ashley Barrigas
Jim Barrington
Sonia Ferreira
Barbara Frechette
Jacob Jacobsen
Bethany Macedo
Travis Martins
Tiffany Mendes
Timothy Murphy

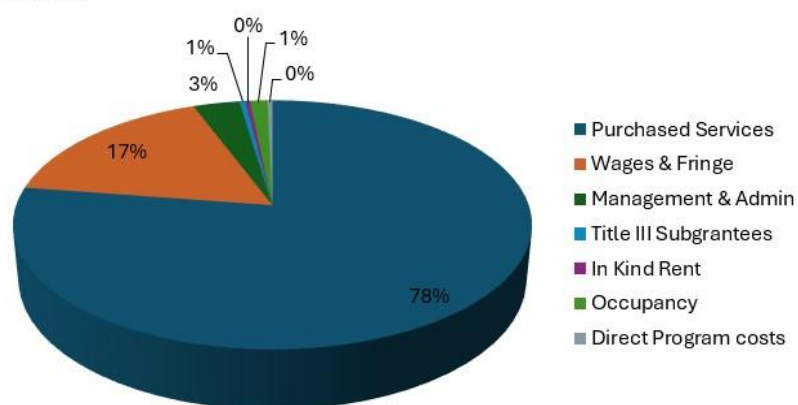
Miguel Perez
George Phenix
Holly Regis
Catiana Rosario
Cheri Santos
Kathryn Silvia
John Silvia
Ana Tinoco
Caitlin Venter

FINANCIAL REPORT

Revenue FY 2026



Expenses FY 2026



CONTRACT AND GRANT FUNDERS

Coastline is thankful to our many local supporters and foundations which echo our mission in providing services that strengthen our community and keep older adults healthy. Raising funds is critical to our agency's ability to achieve our mission,

- Agespan
- Blue Cross Blue Shield
- Bedford Towers, Kempton NB
- BMC - WellSense
- Bristol Aging & Wellness, Inc.
- Office of Bristol County District Attorney Thomas M. Quinn, III
- Commonwealth Care Alliance
- City of New Bedford Office of Housing & Community Development
- CWI - SCSEP Senior Service of America
- Eversource Energy Foundation
- Executive Office of Aging & Independence
- Fallon Community Health Plan, Inc.
- First Citizens Federal Credit Union
- George E. Curtis Trust
- Inter-Church Elderly Housing
- Katherine C. Pierce Trust
- MA Dept. of Agricultural Resources
- Mass. Clean Energy Center
- Mass Health / Unisys
- Mass Technology Collaborative
- New Bedford Friends Meeting
- Senior Whole Health by Molina Healthcare
- Tufts Health Plan
- UnitedHealthcare Insurance Co.
- United Way of Greater New Bedford

Contact Us



www.coastlinenb.org



863 Belleville Ave.



508-999-6400