A Community Report of Spectrum Generations

The Central Maine Area Agency on Aging The Aging and Disability Resource Center

FISCAL YEAR 2014



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Promoting life-long learning, health, wellness, nutrition, community engagement and the social well-being of all older and disabled adults.

FROM THE PRESIDENT/CEO



By 2028 it is estimated that more than 83,000 central Maine residents (26% of the population) will be 65 and older—twice the number in 2000. More

than 45% will be over 55 years of age.

While this reality is emerging in our communities, our policymakers in Washington D.C. are reluctant to make funding for older and disabled adults a greater priority. Right or wrong, they are looking to the states to individually solve this emerging demographic.

Today, too many older and disabled adults can expect to languish on wait lists—not for months, but for years. Today, many in our communities are sick, hungry, lack suitable housing and have limited or no access to transportation—and, as such, are in need of a range of supportive services to ensure that they can age successfully and independently in their homes and communities for as long as possible. Why is aging in the community so critical? Because not only is it the most fiscally prudent thing to do, but it is the right thing to do.

While sequestration for Older American Act programs remains in effect and rates for many our fee-for service programs are at the same reimbursement level as they were in 2000, Spectrum Generations continues to work tirelessly to guide central Maine onto a strong, secure path forward. We collaborate closely with organizations such as the National Association of Area Agencies on Aging, Maine Association of Area Agencies on Aging, the Maine Council on Aging, the Maine Association of Non-Profits, AARP, CEI, Alzheimer's Association, the Hanley Leadership Center and Maine Quality Counts to name but a few. Together, we have redoubled our efforts to educate elected national and state officials about what's at stake so

> "I am very appreciative of the Meals on Wheels program. Thank you very much and keep up the smiles!"

that well-thought out and cost effective policies can be developed that address this emerging need.

In the midst of all this uncertainty, Spectrum Generations cannot stand still until it all sorts itself out; too many depend on us as their only lifeline. We must seek opportunities to reposition ourselves in exciting, new ways, offering an integrated range of services unimaginable only a decade ago. With the implementation of the Affordable Care Act underway, we are creating innovative programs and forming strategic partnerships that are changing the very nature of the long-term and health care marketplaces.

In fiscal year 2014, Spectrum Generations, through an Aging and Disability Resource Center (ADRC) grant, collaborated with Community Care Teams (CCT) from five healthcare systems in central Maine and received 74 referrals to assist older and disabled adults. As a result, we now have an imbedded ADRC counselor within the Eastern Maine Health Systems CCT serving the greater Waterville area. Additionally, we were awarded a grant by the Maine Center for Disease Control to bring Community Health Worker (CHW) Services to Somerset and Kennebec counties.



But such programming is only a start. We must remain diligent in pressing our strategy of working with hospitals, insurers, healthcare systems, and self-insured businesses to identify the value and quality we bring to the table in improving patient experience, the quality of care and reducing costs of care.

Spectrum Generations is undergoing a metamorphosis, and while our mission is still valid, we recognize that the way we are funded and how programs and services are delivered is evolving. This is a dangerous time for us; conversion to a new paradigm is costly and filled with unknowns. We are unable to do it without the support of the community and are eternally grateful to our generous friends who believe in us.

We are excited about our future because Spectrum Generations future is entwined with the future of every citizen of central Maine.

Thank you for your continued and generous support

Gerard L. Queally, President & CEO

"The SAVVY Caregiver workshop has helped me be more confident in my skills and more relaxed in dealing with situations."

Community Impact

We prepared and delivered **204,930** Meals on Wheels to 1,676 homebound seniors and disabled adults.

We have provided support to **334** caregivers.

39,146 community dining meals were served.

Our professionally trained staff responded to **48,472** requests for help with Medicare, insurance, prescription drugs, money management and other topics of importance.

Bridges Home Care provided **87,123** hours of personal care allowing individuals to independently age in place.

Economic Impact

We reinvested **\$6,114,720** into six counties in central Maine.

We expended **\$2,119,284** with Maine businesses.

We coordinated a volunteer labor force of 667 men and women who generously donated **45,292** hours of service at a value determined by the IRS of \$1,021,335.



"My Bridges Home Care worker takes me grocery shopping once a week and then stays with me on her own time to eat lunch. It's the only time I don't have to eat alone. I can't thank her enough!"

FY14 HIGHLIGHTS

The fiscal year October 1, 2013 to September 30, 2014 was a productive year for Spectrum Generations. We adapted to the changing landscape in health care, held ourselves to higher standards and embraced new opportunities to make life better for central Maine's older and disabled adults – and those who care for them.



Adapting to Health Care Changes

To meet the growing demand of older Mainers, and their desire to age in place, we rebranded and strengthened our Bridges Home Care program offering a full continuum of care including Personal Support Services, Adult Day Care, Care Management and Coordination and Community Case Management. Regardless of changing needs, Bridges Home Care can support your independence.

HealthReach Community Health Centers awarded Spectrum Generations funding to improve access to quality care from its Maine Health Access Foundation Grant.

Keep Seniors Safe campaign supported by State Farm Insurance.

Community Health Worker Grant awarded from the State of Maine Center for Disease Control as part of a State Innovation Model project.

Partnered with Maine Community Health Options providing informational forums titled Health Insurance 101.

With the support of the John T. Gorman Foundation, we reinstituted our Money Minders program promoting senior independence.

Held our sold-out Second Annual Meals on Wheels Celebrity Chef Challenge to help end senior hunger.

"There are so many aspects to Medicare I was worried I would forget something, plus it was so confusing. You will never know how relieved I am to have had help from your Aging and Disability Resource person in Rockland to figure this all out. Thank you!" "I'm so happy with my Bridges Home Care person. She takes me to Waterville shopping and is always fixing things for me. I haven't had music in my house for such a long time because I haven't been able to fix the computer – and she did it for me! God Bless her! I'm so happy to have music in my house."



Advocacy

We were purposeful in our advocacy efforts to impact public policy that supports the ability of older Mainers to age in place with dignity and living in one's own home independently. These efforts resulted in a 130% increase to 312 community advocate members.

Dedicated, Professional Staff

Bridges Home Care Manager awarded the Distinguished Service Award at the Home Care and Hospice Blaine House Tea.

Our Family Caregiver Specialist earned certification as a Dementia Practitioner.

Our Health and Wellness Specialist received her Diabetes Prevention Master Trainer certification and license from Stanford University.

Our Manager of Aging and Disability Resources received her license as a Clinical Social Worker.

Our Senior Fitness instructor earned certifications as an Advanced Professional Senior Fitness Instructor plus an Advanced Professional Senior Personal Trainer through the Senior Fitness Association.

Hired a Registered Nurse as Director of Quality and Compliance.

"The Living Well Workshop gave me solid skills on how to improve and manage my health and how to talk to doctors."

We launched...

SpecGen Report keeping people informed on pertinent aging and disability issues.

Our first Memory Café in Waterville followed by a second site in Stockton Springs.

Bridges Care Management and Coordination.

Cohen on the Meadows food processing program in partnership with Healthy Maine/Kennebec Valley Group, Kennebec County Sherriff's Office, and Good Shepherd Food Bank.

We are improving the lives of older and disabled adults through the generous support of our donors, the dedication of our staff, and the commitment of our volunteers. Thank you!

FY14 TREASURER'S REPORT

Spectrum Generations ends FY14 financially strong and stable after having generated a near \$6.4 million in revenues. With sequestration still in effect, Spectrum Generations was still able to maintain its focus on its core mission of promoting life-long learning, health, wellness, nutrition, community engagement and social well-being of all older and disabled adults.

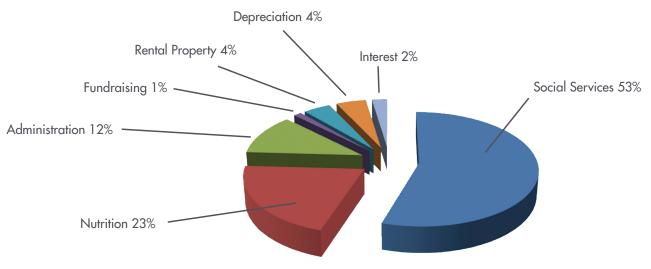
Spectrum continues to work toward diversifying its operations with a balanced approach of state and federal social programs and innovative fee-for-service initiatives in order to best meet the challenges posed by reduced government spending in Older American Act programs, payment stagnation in MaineCare reimbursement, and the evolving and unpredictable healthcare marketplace.

Because we are a mission driven agency, we continue to try to "do more with less". As our small end of fiscal year deficit would indicate, our financial position is not immune to this paradox that is tragically becoming the norm in the not-for-profit world.

Over the past few years, Bridges Home Care, in particular our Personal Support Service line of business has been a lifeline of support to the



shrinking funding received from the state and federal government. Unfortunately, during this past year, this service line attained minimal private-pay client growth while continuing to serve clients with MaineCare reimbursement rates that have not increased since the year 2000. Therefore, this year, we did not have the



EXPENSES

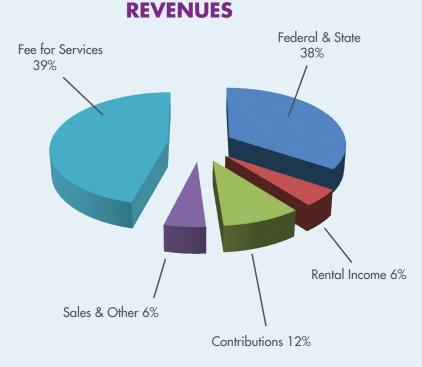
Unaudited Data

fee-for-service program surplus necessary to financially offset the underfinanced government funded programs and services that our mission requires. But in the face of this reality, we still met the needs of the older and disabled adults of central Maine. Spectrum Generations is committed to addressing the managerial challenges that entrepreneurial enterprises demand; to understand our customers and get more efficient in our service delivery so we can earn the funds needed to strengthen the organization.

Spectrum Generations continues to be amazed at the generosity of the people of central Maine. As a result of an ice fishing derby in February, a golf tournament in June, our MOW Celebrity Chef Challenge and the generous Sukeforth family Pig Roast and auction in September, Spectrum Generations earned over \$64,000. Overall, \$690,000 was raised through philanthropic efforts with 80 percent of each "I am confined to a wheelchair and 60 yrs old and my husband is 64 yrs. I guess we are Senior Citizens! I really enjoy it when the Meals on Wheels volunteers come. I have the dream that maybe I'll be able to get up and just walk. Instead I must try to be the best I can!"

dollar received directly benefiting programs and services. Thank you.

As we move into FY15, the funding challenges will be ever-present and Spectrum must be vigilant in pursuing new funding opportunities. Throughout we remain committed to our collaborations with municipalities, individual community leaders, foundations, healthcare systems, the Legislature, and state government officials to meet the growing program and service needs of the older and disabled adult population of central Maine.



Revenues

Fee for Services	2,498,485	39%
Federal & State	2,419,245	38%
Contributions	756,553	12%
Sales & Other	359,455	6%
Rental Income	358,239	6%
	6,391,977	100%
Expenses		
Social Services	3,411,211	53%
Nutrition	1,489,191	23%
Administration	803,601	12%
Depreciation	282,087	4%
Rental Property	259,364	4%
Interest	122,845	2%
Fundraising	92,172	1%
	6,460,471	100%



OUR CORE VALUES

Dignity: We believe each person possesses inherent nobility and worth that demands a natural respect.

Professionalism: Our staff and volunteers are the essential strength of our services who aspire to the highest standards.

Integrity: We expect to be accountable to the consumer and communities we serve earning their complete trust and confidence.

OUR OVERARCHING STRATEGY

Actively engage the people of central Maine across all generations with programs that allow them to live healthy, socially enjoyable and independent lives. Our programs and services will be innovative and entrepreneurial that provide solutions to the challenges that aging and disabilities present to all families, our neighbors and our communities.

WAYS TO GIVE

You can impact the quality of life of older and/or disabled adults throughout central Maine by making a charitable gift to Spectrum Generations. It's easier than ever to support Spectrum Generations as we offer many ways to donate.

They include a gift of cash or stock, a tribute gift to remember a loved one, a planned gift in your will, an in-kind gift, or the gift of your volunteer time.

Visit **www.spectrumgenerations.org** to learn how you can support the work of Spectrum Generations.

This annual report was printed with the support and generosity of J.S.McCarthy Printers.

"Spectrum Generations is very proud of its forty-two years of providing services to the many communities and people we work with in the six Counties we serve. We would like to thank you for your support and confidence in Spectrum Generations. The Board of Directors and everyone at Spectrum Generations looks forward to developing new programs and relationships that benefit our communities."

> David E. Bernier Chairman of the Board



We wish to thank our generous donors for their support.

Thank you for recognizing the need and value of our services to the community and for supporting our neighbors.

Mr. and Mrs. Dennis Butler

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"I chose Spectrum Generations because they offer multiple resources for seniors to maintain their independence by allowing them to live safe and fulfilled lives."

-Kim Pare, Maine State Credit Union Employee Choice donor

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