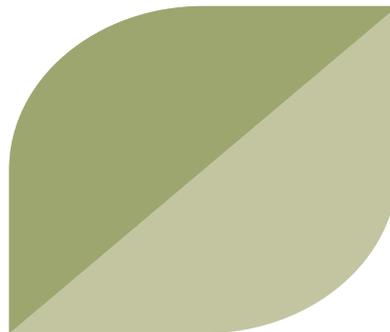
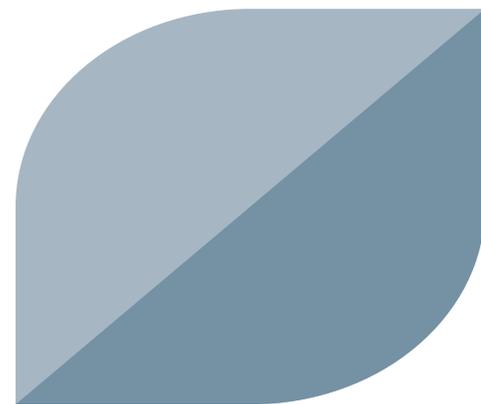




A COMMUNITY REPORT

of SPECTRUM GENERATIONS



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

FISCAL YEAR 2018

10/1/17 - 9/30/18



MESSAGE FROM THE PRESIDENT

This note is typically a reflection on what we did during the prior year. 2018 was a great year for Spectrum Generations; **we delivered excellence**. We again had a strong and positive impact on older and disabled adults living in our central Maine communities. We were able to **deliver excellence** principally due to the dedication and work ethic of our employees, our incredible volunteers, and the generosity and trust the community has bestowed on us. **Thank you!**

The world is not the same as it was twenty years ago; it is not the same as it was one year ago. And community-based organizations, like ours, who wish to remain relevant, are not immune from the fast pace of change. To that end, Spectrum Generations continues to transform itself. Are we still a non-profit agency? Yes, but we are being called to be something more. Our community stakeholders demand it, and we must respond by continuing to **deliver excellence** in our programming and services.

This one constant ambition, to **deliver excellence**, is transforming us in the direction from a traditional non-profit to an **Entrepreneurial Social Enterprise**. That is, an **enterprise** that applies both **entrepreneurial** and proven business strategies to maximize improvements for the **social** well-being of older and disabled adults, while simultaneously maintaining our fiscal longevity, our technological edge, and supporting the needs of our employees.

This means doing new things outside the traditional area agency on aging portfolio, both externally and internally. We are continuously and diligently working to be a **community solution** for Maine's aging and disabled population – working **independently** or in **partnership** to promote life-long learning, health, wellness, nutrition, community engagement, and social well-being of all older and disabled adults.

We are committed to being **Competent, Dependable, Important, and Influential** in all that we do, from service delivery, to financial reporting, to public education, and in our human resource support to our employees. For us, this is the definition of **delivering excellence** at Spectrum Generations.

Gerard L. Queally
President & CEO
Spectrum Generations

Delivering Excellence

2019
Strategic
Objectives

OUR BOARD OF DIRECTORS

Officers

Gerald Homer, Chair
Daniel Booth, Vice Chair and Treasurer
Helen King-Atallah, Secretary

Members

Robert Bremm
Linda Cook
Stephanie Duncan
R. Lee Freitag, Jr.
Thomas B. George Jr.
Tamara H. Herrick, PhD
John Picchiotti
Josee Shelley
Shelley Rudnicki
Nancy Weingarten

In FY19, our strategic objectives focus on both external and internal factors, which all influence and impact our ability to do the work of Spectrum Generations. Therefore, we aim to:

- Exit our property management line of business by selling One Weston Court, allowing us to increase focus on our true mission areas and improve our overall cash position.
- Plan for the development of robust, informed, and integrated Regional Councils and an Advisory Council, to help identify aging and disability issues impacting people living in central and midcoast Maine.
- Increase revenue in Bridges Home Services Personal Support Services by +9%, break-even in Adult Day and Community Support Services, and Community Case Management by 15%.
- Establish Healthy Living for ME as the leading, quality, evidence-based programming provider in the state, and successfully implement year one of the 2018 Administration of Community Living (ACL) grant for diabetes and chronic pain self-management classes statewide.
- Successfully implement current population health contracts and develop staff capacity and structure.
- Redesign our data systems for improved data informed decision making.
- Develop and implement a compliance and quality improvement program.
- Increase our support base through community partners and donor stewardship processes.
- Develop and implement a recruitment, retention, recognition, and data management strategy for volunteerism.

COMMUNITY IMPACT

At Spectrum Generations, we often say that we serve thousands throughout central and midcoast Maine, and with the end of another year it is the perfect opportunity to share some of those statistics with you.

Spectrum Generations served **43,694 people** throughout our area – these people are you, your friends, and your neighbors. We are proud of the many people whose lives our services change and that we are able to aid so many in their desire to age in place!

1,603 people received **231,598** Meals on Wheels, and **2,189** people enjoyed the socialization and nutrition that congregate dining offers.

We provided **323 people** and their families with caregiver support, training, counseling, and respite. We know the importance of educating caregivers in what can be a difficult role, as well as promoting self-care for the caregiver.

This also represents **19,928 hours** of respite care, which provides care for a homebound loved one while the caregiver can leave the home to take care of other matters.

We also provided **13,786** Information and Assistance contacts to **7,899 people** seeking resources to care for a loved one.

Our Bridges Home Services division provided **35,689 hours** of care to adults with memory diagnoses or intellectually and/or developmentally disabled adults through the Adult Day program.

These are just a few of the ways we help our communities and we are grateful to the many volunteers and supporters who help us fulfill our mission. Thank you for trusting us to provide the care you need!

ECONOMIC IMPACT

- We completed an accessibility and mobility project, through the generous support of a \$98,000 grant from the Next Generation Foundation. The funds were used to purchase two vans for the Bridges Home Services Adult Day program and also allowed for the installation and wiring of touchpad door systems at our Cohen Community Center in Hallowell and Waldo Community Center in Belfast.
- Our Healthy Living for ME joint venture was awarded an \$840,000 federal grant to support the expansion and sustainability of the statewide network of workshops addressing chronic health issues.
- We received \$6,100 from Mid Coast Hospital to address the Meals on Wheels waitlist in Sagadahoc County and a \$5,000 grant from Inland Hospital to address the waitlist in the greater Waterville area.
- We successfully participated in four United Way campaigns with the United Way of Kennebec Valley, United Way of Mid Coast Maine, United Way of Mid-Maine, and United Way of Eastern Maine.



Healthy Living for ME is a partnership between Spectrum Generations, SeniorsPlus, and Aroostook Agency on Aging. Together, we offer a significant amount of programs throughout the state, all designed to keep adults healthy and aging in place.

In June 2018, Healthy Living for ME launched its website with a searchable, statewide database for those seeking health-focused workshops and classes; it is also a place where doctors and medical personnel can make referrals for their patients. The workshops offered help people stay active, manage health conditions, and improve strength, balance, and mental health; many focus on chronic disease self-management and education, chronic pain self-management, diabetes self-management, and falls prevention.



"I am particularly proud of our successful kick-off of the Healthy Living for ME program to make, in collaboration with our partners, health and nutrition programs more easily accessible to residents throughout the State."

~Gerald Homer, Board Chair



FY18 TREASURER'S REPORT

Quality and value is evident in the services we deliver, but it is also apparent in Spectrum Generations' FY18 financial performance. At \$8.8 million in revenues, this represents a 13.5% growth over FY17 which also marks a milestone; these revenues represent both the breadth of our services as well as our organization's financial impact.

- Bridges Home Services boosted its financial value by 26%, increasing the number of people served, the number of hours delivered, and the communities served. Bridges Home Services reinvested more than \$1,708,500 in the form of Personal Support Specialist wages back into the local workforce.
- Spectrum Generations' Nutrition program increased additional meals served, through the generosity of our community members and donors. Our community partnerships and our own fundraising efforts allowed for an additional 37,000 meals to be served to the homebound seniors in our communities.
- We are committed to finding new funding sources in order to grow our valued services. In FY18, total grant funding increased by 4%, and the Older Americans Act grant funding that supports many of our traditional services increased by 10%. During FY18 we were able to expand our reach with grants from the Administration for Community Living (ACL) in support of Healthy Living for ME, University of Maryland, and private foundations.

We continue to advocate on behalf of those we serve for additional funding and resources to ensure appropriate availability of services throughout our territory. In FY19, we continue this important work through the new legislature and state administration in order to remain a dependable community partner.

Our growth in FY18 has been steadfast, and we're poised to bring our strengthened business model forward through our nine strategic objectives in FY19 in order to provide greater value to all we serve.



YOUR SUPPORT IS VITAL

You can impact the quality of life of older adults and disabled adults throughout central Maine by making a charitable gift to Spectrum Generations.

Giving opportunities 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 and talent.

Visit spectrumgenerations.org to learn how you can support our mission.

In 2018, over 700 volunteers donated their time to Spectrum Generations.

A CLOSER LOOK



Revenues

Fee-for-Service	4,320,955	49%
Federal & State Grants	3,126,579	36%
Contributions	541,431	6%
Sales & Other	509,271	6%
Rental Income	302,926	3%
Total	\$8,801,162	100%

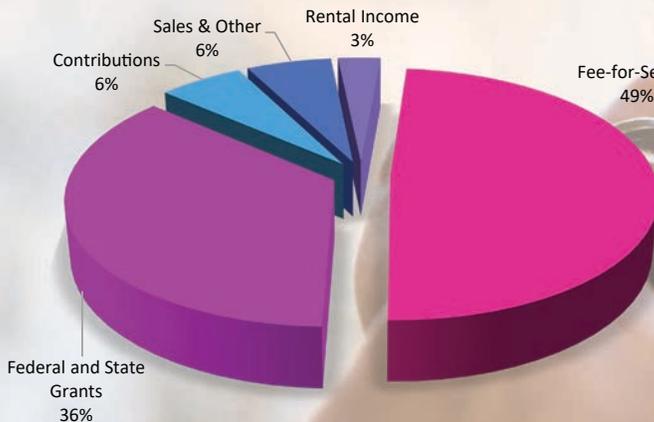
Expenses

Social Services	5,367,852	63%
Nutrition	1,678,317	20%
Administration	768,024	9%
Depreciation	304,730	4%
Rental Property	292,482	3%
Interest	79,892	1%
Fundraising	41,224	<1%
Total	\$8,532,521	100%

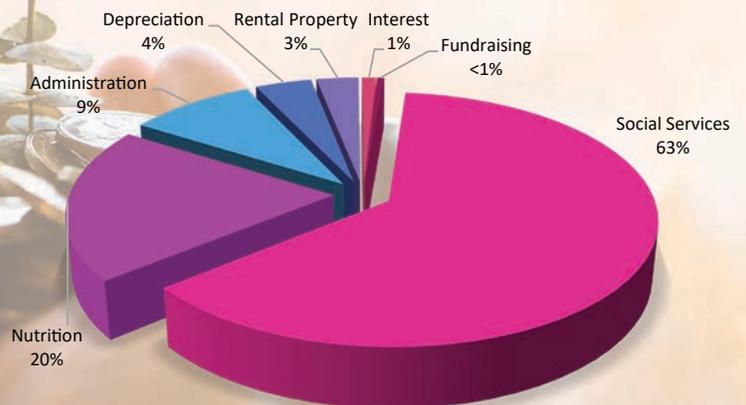
As I reflect on the year, I am proud of the hard work of our volunteers, employees, and the financial growth of FY18. We will continue the momentum in the upcoming year with the goal to provide greater value to all the communities we serve.

*~Daniel Booth,
Board Vice Chair and Treasurer*

Revenues



Expenses



*Data is from our FY18, 10/1/17 - 9/30/18

FROM THE BOARD

*It has been my pleasure to serve on the Board of Directors for Spectrum Generations since 2016, and as Chairman of the Board for the last year. **Our mission is to promote life-long learning, health, wellness, nutrition, community engagement, and social well-being of all older and disabled adults.** We are able to deliver our services only thanks to the faithful work of many volunteers: Meals on Wheels drivers, State Health Insurance Plan counselors, Money Minders volunteers, and others.*

In the coming months we will be looking to clients, their care-givers and other stakeholders to help us evaluate our programs and to identify unmet needs in our communities. This information will serve as input to the next cycle of strategic planning and development of a statewide strategic plan. The State Plan is written every 4 years and submitted to the federal Administration on Community Living. Work is beginning in 2019 through 2020 on the next plan for 2021-2024.

I welcome you to help us as a volunteer for any of our services or as a member of one of our local center advisory committees or regional advisory councils. Contact your Regional Center Director or call our home office to volunteer.

~Gerald Homer, Board Chair

LOCATIONS

Home Office
One Weston Court
Augusta, ME 04330
(800) 639-1553

Knox Resource Office
87 Elm Street, Suite 204A
Camden, ME 04843
(207) 596-0339

Waldo Community Center
18 Merriam Road
Belfast, ME 04915
(207) 338-1190

Lincoln County Regional Center
co-located at the CLC YMCA
525 Main Street
Damariscotta, ME 04543
(207) 563-1363

Cohen Community Center
22 Town Farm Road
Hallowell, ME 04347
(207) 626-7777

Midcoast Regional Center
co-located at People Plus
35 Union Street
Brunswick, ME 04011
(207) 729-0475

Somerset Community Center
30 Leavitt Street
Skowhegan, ME 04976
(207) 474-8552

Muskie Community Center
38 Gold Street
Waterville, ME 04901
(207) 873-4745

