



Our journey towards *excellence*

FISCAL YEAR

20
20

(10/1/19 - 9/30/20)

Community Report

of SPECTRUM GENERATIONS

The Central Maine Area Agency on Aging
and Disability Resource Center

Navigating the journey

A Message from the President



To say 2020 has been anything but a challenging journey for everyone would be an understatement. For Spectrum Generations, our unanticipated journey has enabled us to achieve new points of excellence in serving older and disabled adults in central and midcoast Maine. *And the journey continues;* down new trails, with new partners, performing work that we never would have imagined or contemplated a year ago. As I write this message, we are in conversations with Maine's Office of Aging and Disability Services, Maine's Center for Disease Control, and a variety of health systems on how we can best support them in distributing the COVID 19 vaccine to older and disabled adults.

I firmly believe we have all been measured and have passed the test. So please congratulate yourself on enduring a difficult and tumultuous year.

Our staff and volunteers (with the support of you, our incredible donors) kept working and serving during the pandemic. **Our Meals on Wheels daily meal count jumped from 800 to 1,800 meals served per day.** We went virtual on all Healthy Living for Maine (HL4ME) evidence-based health and wellness classes; and along with our joint venture partners and network providers, we are serving the entire state virtually. We will continue to offer virtual classes post-pandemic. Why? Because they have proven to be just as effective. After closing in late March, **our adult day service was the first to reopen in the state.** We did this on June 1st, knowing that many essential workers needed a place to safely place their older and disabled loved one while they too served and fought against the virus. **Our Aging and Disability Resource Center** and **Community Case Management** services were seamlessly able to **meet the needs of the community** by working remotely but came back to the office on September 1, meeting clients face to face, always putting a priority on safety. We **redesigned Muskie Center's and Cohen Center's dining halls** so we could prudently and effectively offer social dining again. We were up and running by October 5. And finally, our **Bridges Home Services Personal Support Service operated with minimal fanfare** throughout the pandemic, bringing much needed aid, comfort, and respite to people socially isolated in the community.

This has been a true collaboration between federal and state governments, municipalities, donors, volunteers, and staff. And it worked! I personally want to thank each person that believed and trusted in our abilities and capabilities during this year. Because of you, we met and continue to meet our mission...every hour of every day.

Thank you for being there for the central and midcoast Maine communities' aging and disabled when they needed you most.

Gerard L. Queally

Gerard L. Queally, President & CEO
Spectrum Generations

"A true team effort."





Perfecting excellence

We have a new mission statement

To promote and advance the well-being and independence of older and disabled adults, with the support of their care partners, to live in their community of choice.

It is an update, developed during our Board's 2020 strategic planning process, and reflects the evolving and expanding work we are doing in central and midcoast Maine.

OUR BOARD OF DIRECTORS

Officers

Daniel Booth, Chair
Nancy Weingarten, Vice Chair
Helen King-Atallah, Secretary

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Message from the Board Chair

Spectrum Generations continues to care for and serve the people in our communities who are most vulnerable and have had remarkable resilience throughout the COVID-19 pandemic. Like many other organizations, Spectrum Generations has found alternative ways to deliver the care and services to its clients, ensuring the best quality of life during a very challenging time.

As a Board Member, I continue to witness the hard work and dedication of our staff and leadership. We, the Board, continue to be grateful for all that they do. Without our great staff we would not be able to help those who need us most.

We continue to focus on ways to be the best stewards of our resources and to make sure we are working collaboratively with other organizations to meet our communities needs now and well into the future.

Together we are stronger.

Thank you to all our supporters and partners, we appreciate all that you do for us and with us! We are always looking for great people to volunteer and help in any way possible. If you would like to learn more about Spectrum Generations, please visit us at www.spectrumgenerations.org.

- Daniel Booth, Board Chair

Going the extra mile

2020 COMMUNITY HIGHLIGHTS

This annual report gives us an opportunity to show our many supporters where Spectrum Generations has made a difference. Throughout the year, our employees and volunteers strive to improve the lives of our consumers, always focusing on their health and well-being. Today, as Maine is cautiously returning to pre-pandemic levels, we are pleased to share statistics showing how we focused our efforts on meeting the needs of vulnerable and older Mainers. *(Stats below are from March - June 2020)*

-  1,747 people received 65,062 home delivered meals through Meals on Wheels
-  262 Volunteers assisted with Meals on Wheels, 183 of which were new volunteers
-  765 lbs of pet food was distributed to Meals on Wheels recipients with pets
-  1,097 people were new to Meals on Wheels

We would like to thank our service partners, donors volunteers, staff, board, advisory council members, and other community partners who helped us touch so many lives.



Economic Impact

- \$54,000 donated by Central Maine Power and distributed through United Way.
- Donations from Good Shepherd Food Bank and Hannaford Supermarkets totaled thousands of pounds each week.
- Received a \$15,000 grant from Maine Community Foundation, \$10,000 from Harvard Pilgrim, and \$9,680 from United Way of Kennebec Valley.

The speed of excellence

As COVID-19 began to emerge across the United States, and eventually into Maine, many across our state worried how they, and their loved ones, would fare. Spectrum Generations closed to the public, but services – most notably Meals on Wheels – remained open.

To accommodate the diverse needs of Maine's older and disabled adults who were among the highest risk, services were expanded and modified; new volunteers were welcomed to support ongoing needs; community partners stepped in to provide additional financial assistance and offer a variety of supports.

Today, as Maine is cautiously returning to pre-pandemic levels, we are pleased to share a timeline showing how we focused our efforts on meeting the needs of vulnerable and older Mainers.

COVID-19 TIMELINE OF SUPPORT (March - September)

- MARCH ● Due to COVID-19, all center activities were closed to the public, including congregate dining at the Cohen and Muskie Community Centers
- APRIL ● 96 volunteers opted to temporarily disengage due to the pandemic, but 140 stepped forward to support our efforts
 - Doom Forest Distillery (Chadwick's Craft Spirits) donated bottles of hand sanitizer to our Bridges Home Services support staff
 - Healthy Living for ME began hosting virtual classes
- MAY ● Medicare 101 classes were completely reworked to make it suitable for a virtual presentation without a facilitator present. The training was recorded and is available online
- JUNE ● Adult day program reopens- first in the state!
 - Served Meals on Wheels to 1,580 individuals (this accounts for 7,900 meals per week); a 143% increase
 - First Savvy Caregiver class completed virtually
- JULY ● New mission statement rolled out
- AUGUST ● Spectrum Generations distributed \$100,000 in Title III funds to small community-based providers serving older adults in central and midcoast Maine
- SEPTEMBER ● Community Case Management resumed face to face visits with consumers



Path to success

FY20 TREASURER'S REPORT

Fiscal Year 2020 was certainly a year full of financial uncertainty and change given the intrusion of the COVID-19 pandemic. However, with change comes opportunity! These opportunities are where Spectrum Generations demonstrated financial flexibility and innovation in order to continue to be able to fulfill our mission.

When the Maine Disaster Declaration was announced in April 2020, we saw an almost immediate drop in fee for service revenue; congregate dining was closed, Adult Day census dropped, and our Bridges Home Services consumer count dropped. Through a combination of grants; private and corporate donations; State and Federal Corona, Families First, CARES and Disaster Relief funds; and contract flexibilities, we have been able to support (and even enhance) ongoing services, provide financial support to our community partners, and more than double our Meals on Wheels consumer count which is still being sustained.

With the state extending our Title III contracts over two years, any federal funds not used, but received, were permitted to carry forward into FY21 which allowed for the necessary flexibility and cash flow needed to sustain/expand services. We also received a federal indirect cost rate increase from 16.8% to 19% for the two-year contract period.

Spectrum Generations received a Paycheck Protection Program (PPP) loan in the amount of \$1M which supported our ability to maintain our full workforce during the first 6 months of COVID-19. We have recently been informed by the Small Business Administration that we met the criteria for our loan to be completely forgiven.

Upon the recommendation of a property consulting firm (engaged in the fall of 2019), we developed an agency maintenance reserve to meet both future operational and capital needs of our owned properties (Cohen, Muskie, and Belfast) and our agency vehicles. We finished the fiscal year with an operating net surplus of \$842,488, much to be used to sustain operations in 2021.

Unfold
the adventure

Discover
the journey

A path with many stops

You can impact the quality of life of older adults and disabled adults throughout central and midcoast 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](https://www.spectrumgenerations.org) to learn how you can support our mission.

Spectrum Generations' CEO, Gerard Queally, presents Service Awards to employees, Karen Noyes-Moody (10 years) and Gary Hurtubise (15 years).



Operational Excellence

A CLOSER LOOK

Financially, we are well positioned for FY21. Due to the new and ongoing financial support of many generous donors, volunteers, and other funding streams, Spectrum Generations continues to be successful in meeting the mission set before us.



Sharon Cleveland
Chief Financial Officer and Board Treasurer



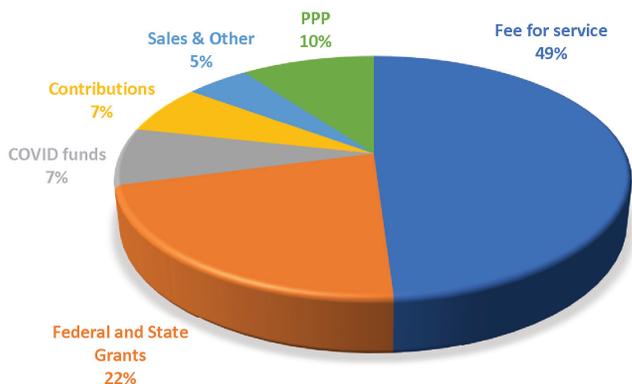
Revenues

Fee for Service	\$4,986,456	49%
Federal & State	2,223,439	22%
PPP	1,023,400	10%
COVID-19 Funds	780,905	7%
Contributions	680,313	7%
Sales & Other	486,135	5%
	\$10,180,648	100%

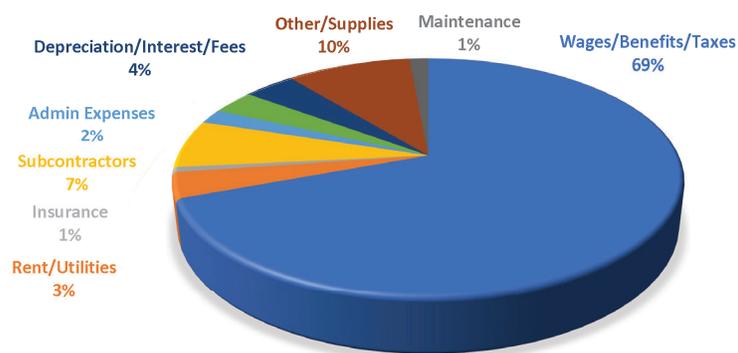
Expenses

Wages/Benefits/Taxes	\$6,476,882	69%
Other/Supplies	889,545	10%
Subcontractors	608,698	7%
Depreciation/Interest/Fees	368,054	4%
Rent/Utilities	323,243	3%
Information Technology (IT)	303,475	3%
Administration Expenses	183,108	2%
Maintenance	133,115	1%
Insurance	61,444	1%
	\$9,347,564	100%

FY 20 FUNDING SOURCES



FY20 EXPENSES



*Data is from our FY19, 10/1/19 – 09/30/20 and is unaudited

-  1.800.639.1553
-  spectrumgenerations.org
-  [spectrumgenerations](https://www.facebook.com/spectrumgenerations)
-  @SpectrumGen



Proudly serving from these convenient locations:

- Home Office | One Weston Court, Augusta | (800) 639-1553
- Knox Resource Office | 87 Elm Street, Suite 204A, Camden | (207) 596-0339
- Waldo Community Center | 18 Merriam Road, Belfast | (207) 338-1190
- Lincoln County Regional Center (co-located at the CLC YMCA) | 525 Main Street, Damariscotta | (207) 563-1363
- Cohen Community Center | 22 Town Farm Road, Hallowell | (207) 626-7777
- Midcoast Regional Center (co-located at People Plus) | 35 Union Street, Brunswick | (207) 729-0475
- Somerset Community Center | 30 Leavitt Street, Skowhegan | (207) 474-8552
- Muskie Community Center | 38 Gold Street, Waterville | (207) 873-4745