

Outcomes Management Report
Report Period
January 1, 2012- December 31, 2012

Program Information:

Company Name: Coastal Connections, Inc.
Programs: Petalworks
Vocational Ventures



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Mission:

Coastal Connections, Inc. supports people with disabilities to achieve their full potential by creating personalized programs that promote living, working and playing in the community. Each person becomes an essential contributing member of their community through dynamic programs that create an environment of lifelong learning.

The Coastal Connections day programs are dedicated to engaging people in positive, meaningful activities while maximizing skills and abilities. All people at Coastal Connections are recognized and valued as important contributing members of a team through the development of supportive social relationships and by providing services that promote personal choice.

Coastal Connections, Inc. is a private, non-profit 501 (c)3 organization established in July, 2008. There remains a deep commitment to the program philosophy and now as our own agency we can steadfastly assure all stakeholders that the Coastal Connections programs will continue its fine reputation of providing the best practices in serving individuals with disabilities.

Through leadership, education and dedication to community membership, Coastal Connections is committed to provide the personalized supports necessary for all people to enjoy full participation in their community.

Program Descriptions:

Petalworks:

Petalworks is an adult day program that provides support to adults with multiple disabilities. Petalworks is dedicated to maximizing the skills of all individuals who attend the day program through a comprehensive interdisciplinary team approach. A wide range of daily activities is offered along with the appropriate support to achieve maximum participation. These supports provide an opportunity for people to develop, enhance and maintain their competence and confidence in personal, social, communication, life skills and community activities. Supports provided are based on individual preferences with an emphasis on informed choices. The focus of daily programming is to provide support services and opportunities for people with disabilities to enrich their lives, develop personal skills and enjoy a full range of activities while developing a network of meaningful relationships. This program strives to provide a day program filled with meaningful activities which involve all individuals despite their disability. The typical day has morning meetings, arts/crafts, book clubs, recycling for charity, cooking, fitness, leisure games, social language, community volunteer work and community trips. The focus on program is partial participation – that is that every individual can participate in any part of an activity when appropriate supports and adaptations are provided.

Funding for Petalworks is:

- 87% day habilitation funding
- 13% Department of Developmental Services funding

Census change:

- January, 2012 44 45 (on Thursdays) individuals
- December, 2012 45 46 (on Thursdays) individuals
- Trends in census:
- 2 people passed away, one in March and one in August
- One person left because of overriding mental health issues
- 4.6 individuals started between April and October.

- **Petalworks Staffing:** The staff at Petalworks experienced some change over this year. In summary there were 3 staff who left employment (2 were fired, one chose to leave); 2 part –time (.55) positions added; additional nursing added; the COTA became a full time paraprofessional; one Direct Care Aide was out for an extended absence; 1 staff left to work at Vocational Ventures; 1 staff left to new position of Operations/Program Support

• **Summary of staff changes at Petalworks:**

2011 1 assistant program director
11.6 FTE paraprofessionals
1.9 RN/LPN (Increase of 1.1)
.3 COTA (new position)
1.2 direct care aides

2012 1 assistant program director
10.7 FTE paraprofessionals
2.25 RN/ .4 LPN (increase of .35)
.8 direct care aide (reduced due to extended
extended absence)
.3 Program support

Petalworks: (15.05 total staff)

1 Assistant program director
1 Developmental specialist/paraprofessional
8 Paraprofessionals
3 part time paraprofessional (1.7 FTE)
.3 Program support
.8 Direct care aides
2.25 LPN/RN

- **Current census: Petalworks-45 (46 on Thursday)**
- **Demographics for Petalworks:**

45 –increase in census by 2
24 individuals are dependent on wheelchairs for all mobility
15 individuals are legally blind
27 individuals require 1:1 support for personal care
15 individuals have 1:1 dining protocols
5 individuals require g-tube feedings

- **Ratios for Petalworks:**
- 1:5 for activities
- 1:1 or 1:2 for community access
- 1:5 for case management

Program Goals for 2013

1. To create a monthly community trip calendar that will assure access to the community for at least 75% of the individuals attending Petalworks so that those individuals seeking community access can go out on trips at least 2 times per month.
2. To develop 2 new volunteer sites off site that individuals from Petalworks will staff up to 2 times per month for 12 months.
3. To create a monthly Petalworks newsletter completed by the individuals with staff support and sent to the guardians and homes of each individual each month.
4. To create a clear communication system for information exchange, idea sharing and program updates through emails sent out at least weekly informing staff of upcoming events, tours of programs, community opportunities and other information that will enhance their program day

The current challenge is to continue the integrity of this program with a focus on small group activities and ratios that do not exceed a 1:5.

Satisfaction surveys are sent out annually to all individuals and all stakeholders. Data is collected from this survey and goals are developed annually.

Vocational Ventures:

Vocational Ventures (formerly referred to as Vocational Ventures and New Ventures) is a day program serving individuals, ages 18 through adulthood, with mild to intensive developmental disabilities. The program receives funding through the Massachusetts Department of Developmental Services, Day Habilitation and school district tuition. As of December 2012, Vocational Ventures provided support to 38 individuals. Twenty of these individuals receive Day Habilitation service and four individuals receive ongoing supports through the Massachusetts Rehabilitation Commission (in addition to their primary funding) for approximately 15 hours per month.

Nursing and Counseling supports are provided to the individuals attending the Vocational Ventures program along with consultation for Occupational Therapy, Speech Therapy and Physical Therapy. The Developmental Specialist attends the quarterly Interdisciplinary Team meetings.

The Vocational Ventures program offers a unique blend of services for the individuals including; functional academics, current events, fitness, social-emotional skills development and personal health skills development. Small groups of individuals are out and about daily, accessing the resources of the local communities and developing relationships with the local community vendors, including, the Food Pantry, Council on Aging, Chamber of Commerce, and City Hall. Other small group activities include a weekly trip to Northern Essex Community College via public transportation, fitness at the local YWCA and a variety of volunteer sites throughout the local communities. Twenty percent of the people attending Vocational Ventures have obtained part time jobs (1-10 hours per week) that occur during the program week. Each job site is supported by Vocational Ventures staff. All of these opportunities enhance the skills needed to grow more independently within a community setting.

The Coastal Connections programs abide by the standards/principles of the Department of Developmental Services and EOHHS with the components of our programs reflecting those standards/principles. Coastal Connections works within the agreement parameters developed by the local school districts to provide supports for students ages 18-22. Individuals are supported and enriched with a variety of opportunities to participate in local community activities.

Volunteer/Work Sites:

Adelynrood Retreat Center
Amesbury Council on Aging
City Hall Cafe
Salisbury Town Hall
Irish Dance Studio
Leeward Light Thrift Store
The Book Cellar
Amesbury Academy
Irenicon
City of Newburyport
St. John's Prep Alumni and Development Office
On-Site Electronics

Thrifty Threads thrift store
Newburyport YWCA
Coastal Connections, Inc.
Body-trends
Haverhill Salvation Army
Pettengill House Food Pantry
Amesbury High School
Seabrook Community Table
Spencer Pierce-Little Farm
Flatbread Pizza

Funding for Vocational Ventures:

- 47% day habilitation funding
- 22% Department of Developmental Services funding
- 17 % School District tuition
- 23% MRC funding
- 4% other

Census change:

- January, 2012 32 individuals
- December, 2012 38 individuals

Trends in census:

- 2 Individuals transitioned from the school age program to the adult program
- 3 individuals began in August 2012
- 1 Individual began in September 2012
- 1 Individual began in October 2012
- Some of Vocational Ventures participants attend on a part-time basis due to work or family schedules. This results in a current FTE of 33.2 individuals
- 2 people left after an unsuccessful transition period
- 1 person left because of overriding mental health issues

Staffing: (8.6)

- 1 program director
- 1 assistant program director
- 4 full time paraprofessionals
- .8 admin support
- .3 program support
- .25 RN
- 1.25 Job coach/developer

The current challenge is to continue the integrity of this program with a focus on small group activities, volunteer and vocational experiences and community experiences.

Satisfaction surveys are sent out annually to all individuals and all stakeholders. Data is collected from this survey and goals are developed annually.

- **Administrative staff: (3.3 Administrative staff)**
 - 1 Co-Executive Director/Program Director of Adult Services and Programs
 - 1 Co-Executive Director/Director of Vocational Services
 - 1 Chief Financial Officer
 - .3 Operations/Program support

Total Staff at Coastal Connections: 27.45 FTE staff

- **Additional demographic information: 82 individuals total**

- ❖ Home communities represented:

Amesbury – 7	Ipswich-2
Andover-3	Merrimac-2
Boxford-2	Methuen-6
Bradford -3	Newburyport-8
Byfield-3	North Andover-2
Danvers-4	Salisbury-13
Rowley – 2	Topsfield-1
Georgetown- 1	West Newbury-2
Groveland -1	NH-1
Hamilton -1	
Haverhill - 17	

- Homes: Groups homes-18
 - Private home with parent-47
 - Specialized home placement-14
 - Hogan regional center-3

Highlights of the Year:

Building Relationships: There continues to be a primary focus on building relationships and partnerships within the local communities. A basic philosophy that drives our programming is the fact that our presence in the local community is mutually beneficial, i.e., our individuals benefit from the resources in the community and the community benefits from our interactions. The following is a list of services, volunteer sites and programs that Coastal Connections offers that truly makes a difference in the lives of people in the community:

- Thrifty Threads Thrift Store – we operate this store as a community service
- Pettengil House – we volunteer in the food pantry and serve as a distribution point for clothing for people referred through Pettengil House
- Leeward Light Thrift Store – volunteer work
- Haverhill City Hall – volunteer at the City Hall Café and Book store
- Adenlyrood Retreat House, Byfield – cleaning, landscaping

- Salisbury Town Hall – collating the annual census
- Amesbury Council on Aging – assembling the newsletter
- Amesbury Chamber of Commerce – clerical work in the office
- Park Circle Newburyport – cleaning
- Recycling – monies raised support a child in Guatemala and purchase food for Pettengil House
- Dress for Success, Amesbury – donate business clothing
- Maplewood Nursing Home, Amesbury
- University of Lowell – partnership providing assistive technology projects for Seniors in the Electrical Engineering Dept and for a graduate student in Grant writing
- Northern Essex Community College-serving as an intern site for students in the Human Service Certificate program
- Rosemary Werner, Advisory Committee member, has brought many visitors to Coastal Connections to increase our visibility in the community. These visits include Congressman John Tierney, Mayor Thatcher Kezer and Senator Kathleen O'Connor Ives.

In addition to these partnerships the Amesbury Fire Department donated an AED defibrillator and Stop and Shop donates a monthly birthday cake to celebrate everyone's birthday each month.

Fundraising: As a 501c3 Coastal Connections can actively pursue fundraising. As a result of this we have pursued local grants and held some fundraisers. During Calendar Year 2012, the following fundraising endeavors were pursued and achieved:

- A grant was received from the Amesbury Charitable Trust for \$1600. For the purchase of a portable scale that will be used with the current Patient Lift system to provide regular weights on individuals when warranted.
- In conjunction with Merrimac Tool, Inc. we held our second annual Pumpkin Chucking event in October 2012 and we raised \$17,130 which is a \$4000 increase over last year. The day of the Pumpkin Chucking the weather was simply terrible and this cut down on potential profit.
- Our annual Craft Fair was held in October, 2012 during the Pumpkin Chucking and raised approximately \$1,075. Which is \$200. More than the previous year.
- The agency's Got Books container, located in the parking lot of Tom's Discount on Rt. 110 in Salisbury raised approximately \$300 during CY2012.
- At the end of Calendar Year 2012, our annual appeal had raised \$3,575.
- Total fundraising/grants for Calendar year 2012: for \$20,015-surpassing the 10% increase goal that was set

❖ **Individual Support Services (ISS)**

Through a contractual agreement with the Merrimack Valley Department of Developmental Services, Coastal Connections, Inc. has been able to provide program oversight and support to one individual in the local community. This venture has assured that the individual served and

his support staff receives the financial and programmatic support necessary to continue to live successfully in their own home.

Academics for Life

Coastal Connections has also continues to provide its Academics for Living classes to adults with disabilities who live in the local community. Every other Monday night approximately twenty five individuals come to our program to learn functional math, reading and computer skills. This is a highly successful program that has been running for seven years.

These Individual Support Services have allowed Coastal Connections to expand its programming base by utilizing the expertise of the current professionals at Coastal Connections. The current plan is to continue to sustain these programs.