



OUTCOMES MANAGEMENT REPORT

January 1, 2019 – Dec. 31, 2019

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Introduction:

Coastal Connections, Inc. supports people with disabilities to achieve their full potential by creating personalized programs that promote living, working, learning and playing in the community. The agency's mission is deeply rooted in the belief that a person with disabilities can become an essential contributing member of their community through dynamic programs that create an environment of lifelong learning.

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 we steadfastly assure all stakeholders that the Coastal Connections programs will transform lives as it delivers service to people with disabilities.

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

This report represents our 12th Annual Outcomes Management Report which summarizes our efforts to continually improve our services to meet the needs of the individuals we support. The performance improvement process includes asking for feedback from all of our stakeholders: the individuals we support, their families, staff and our funders. We take this input, review it, set goals for improvement, and then evaluate how we are doing in meeting those goals. Each year the annual strategic plan provides guidance in setting new goals and objectives.

Due to the effort of the individuals we support, families, staff and other stakeholders who take the time to give us their feedback, we can put together our year end reports, see how well we have done, and set goals for improvement.

Performance improvement efforts always work toward achieving our mission and adhering to our values.

Coastal Connections Mission:

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

Values of Coastal Connections:

Coastal Connections is a place where

- We focus on the **abilities** of the individuals served and staff by honoring their uniqueness and individuality
- We offer **creative** and **flexible** program development and design that is **responsive** to the needs of the stakeholders through partnerships and collaborations
- Our expectation is to seek and assume **leadership** roles in every aspect of our organization
- We live, work, learn and play in the community and our **presence** in our community is mutually beneficial.
- We take **reasonable risks** that are of benefit to individuals and the organization.

Coastal Connections, Inc. is licensed by the Department of Developmental Services in the state of Massachusetts to provide Community Based Day Support and Employment and Day Support programming. In addition, Coastal Connections, Inc. is accredited through CARF to provide day habilitation services.

Funding for Coastal Connections’ programs comes from: 64% day habilitation, 36% Massachusetts Department of Developmental Services.

Professional Affiliations: Amesbury Chamber of Commerce Association of Developmental Disability Providers (ADDP) Mass Providers Council American Association on Intellectual and Developmental Disabilities (AAIDD)	ANCOR - American Network of Community Options and Resources Massachusetts Day Habilitation Coalition Greater Merrimack Valley Employment Collaborative
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Coastal Connections is an Accredited Agency

In December, 2019, Coastal Connections was surveyed by CARF and attained a 3 year accreditation from the Commission on Accreditation of Rehabilitation Facilities (CARF). Being CARF accredited is mandatory to operate the day habilitation programs offered at Coastal Connection.

CARF-accredited programs and services have demonstrated that they substantially meet internationally recognized standards. CARF accreditation means that an organization has made a commitment to continually enhance the quality of its services and programs and its focus on the satisfaction of the persons served.

What is accreditation?

Accreditation is a process that demonstrates a provider has met standards for the quality of its services. CARF* establishes these standards to guide providers in offering their services. CARF also uses the standards to evaluate how well a provider is serving people and how it can improve.

What is a CARF survey?

As a step toward accreditation, a provider invites CARF to send a team of professionals, called surveyors, to visit its site and evaluate its services for quality. The surveyors consult with staff members and interview people who use the provider's services. Based on the surveyors' review, the provider may be awarded CARF accreditation for one or three years. In some cases, the provider may need to improve its services before it can become accredited.

What is CARF?

CARF is an international, not-for-profit organization that accredits human services providers. Founded in 1966 as the Commission on Accreditation for Rehabilitation Facilities, the accrediting body is now known as CARF.

When will CARF complete its next survey of Coastal Connections?

A CARF survey was completed in December, 2019 resulting in a Three Year accreditation which will expire in January, 2023. The next survey will take place in December, 2022.

Strategic Plan

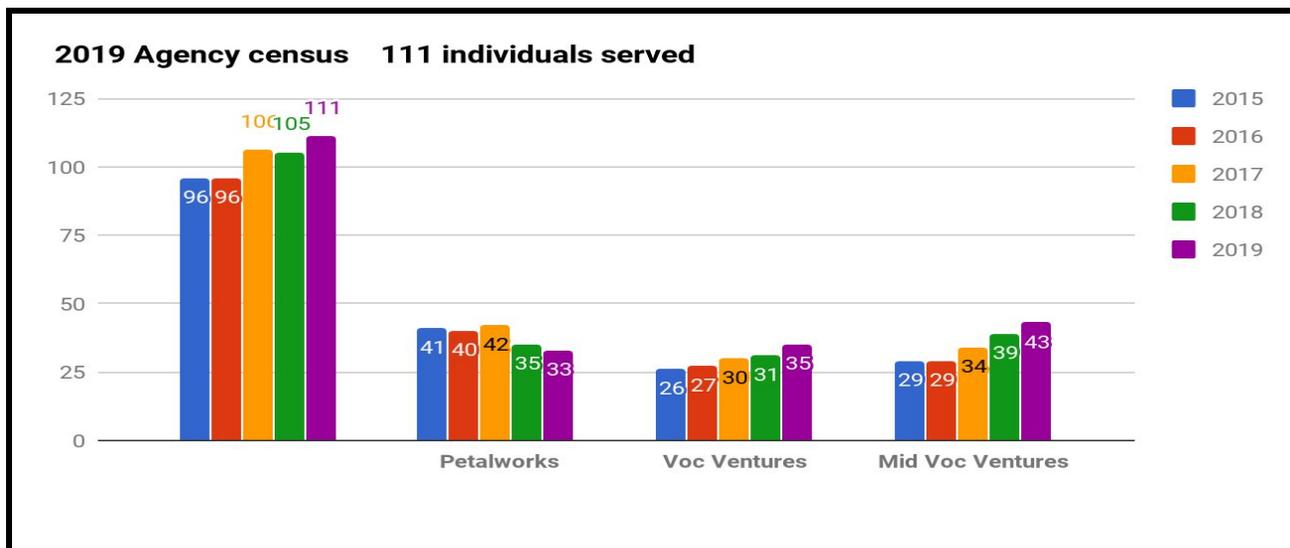
Coastal Connections’ strategic plan was revised during 2019. The Board of Directors, Executive team and staff all had input into the development of new goals and objectives. This Strategic Plan guides decision making at all levels of the agency and is reviewed quarterly at Board meetings and updated annually. Given the current landscape of human services and the potential changes facing the industry, Coastal Connections, Inc. strategic plan is a 2 year plan.

Strategic Plan 2019-2020	
GOALS	OBJECTIVES
<p>Goal 1: Exceptional Services- Consistently deliver the highest quality services throughout the organization</p>	<ol style="list-style-type: none"> 1. Use best practices models throughout all programs and departments through implementation of progressive, person driven supports that focus on community integration 2. Exceed all state and federal regulatory requirements and accreditation standards with 95% or higher for all surveys conducted 3. Recruit, develop and retain the most experienced, credentialed, motivated staff who will carry out Coastal Connection’s mission 4. Support professional development at all levels of staff within the agency
<p>Goal 2: Financial Stability- To maintain or improve current financial position that supports, enhances best practices, financial sustainability and programmatic growth with integrity and excellent business practices</p>	<ol style="list-style-type: none"> 1. Offer competitive wages that are at or above industry standard. 2. Increase agency wide individual attendance rate to 85% annually 3. End of year financials have zero deficit 4. Complete financial forecast to assess independent sustainability for the next 2-4 years 5. Increase grant writing with a goal of \$8,000. Per year
<p>Goal 3: Organizational Infrastructure- To support and enhance exceptional services, financial stability, staff development, sustainability, programmatic growth and diversity To assure continuity of services through analysis of current trends, keeping informed of upcoming changes and designing a flexible agency which will be proactively prepared for the future</p>	<ol style="list-style-type: none"> 1. Provide a positive and supportive work environment through employee appreciation, team building, recognition of excellent and celebration of success 2. Provide focus on overall wellness 3. Maintain open and effective communication throughout the agency and with all stakeholders utilizing online communication, mail and social media 4. Provide adequate technology for staff efficiency and operations 5. Provide timely document processing and turnaround for all paperwork in agency 6. The vision, mission and goals of Coastal Connections will be directly reflected in the work of the Board and Staff of the agency 7. Create Defined Departure plan and implement training of key staff 8. Stay up to date on all impending changes in the service delivery field by attending all pertinent meetings, phone conference and conversations 9. Follow annual Diversity Plan that includes workforce analysis and curriculum for all individuals that focuses on demonstrating an awareness of, respect for, and attention to the diversity of the people with whom it interacts. The focus will be on building a diverse workforce that meets the needs of a diverse set of stakeholders and an interactive curriculum that includes engagement in ongoing activities that

	expose all individuals to a wide variety of diversity.
Goal 4: Service Access- To provide timely and accurate documentation for all facets of supporting each individual including referral, intake, notes, discharge summaries	1. Each referral has a tracking tool that clearly follows entire referral including a timely completion recorded of all paperwork for the first 45 days after entry into services 2. All program notes, annual reviews and semi-annual reports are completed within deadline
Goal 5: Satisfaction- To maintain high stakeholder satisfaction and assess overall staff satisfaction	1. 90% of staff report satisfaction as indicated by a score of 4 -5 on a 5 point Likert scale 2. 85% of stakeholders express satisfaction as indicated by a score of 4-5 on a Likert scale

Who we serve:

In 2019, Coastal Connections, Inc. served 111 individuals in a day program model. The programs are in operation for six hours per day, year round. There is a continuum of services available to all individuals with a wide range of disabilities. The focus of all programming is based on the strengths and abilities of the individuals served to assure that they will make gains in all areas. Every single individual served by Coastal Connections has a unique ability. Coastal uses that ability to develop engagement in a wide range of learning opportunities.

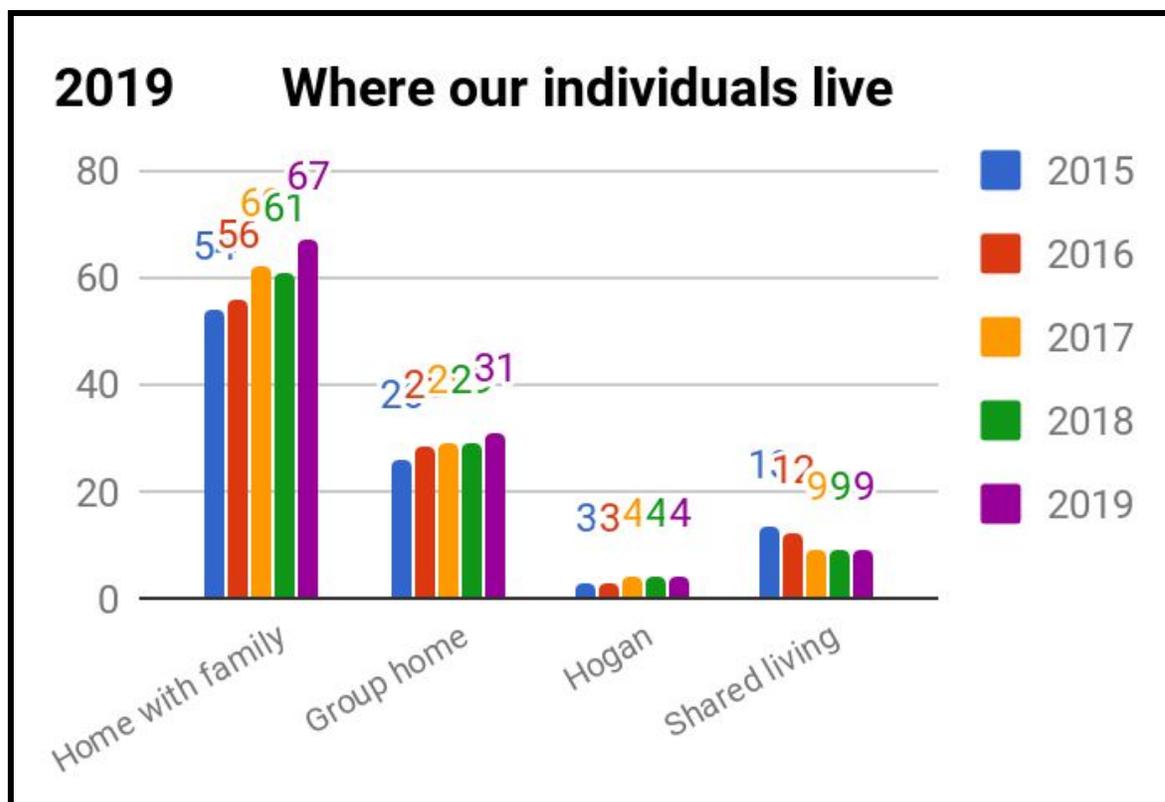


The data cited above reflects Coastal Connections’ deep commitment to slow, sustained growth. This assures a personalized approach to service and is very important of the reflection of the mission statement. The census has remained stable and the staffing ratios have been met due to the strategic growth of the agency.

The trend for 2019 indicates a decrease in the Petalworks program (33 individuals) for the second year in a row. Petalworks serves individuals with increased medical needs and multiple disabilities. During 2019, one individual passed away and two individuals left the program to remain home due to medical conditions. One individual did return after an extended absence and there was one new entry.

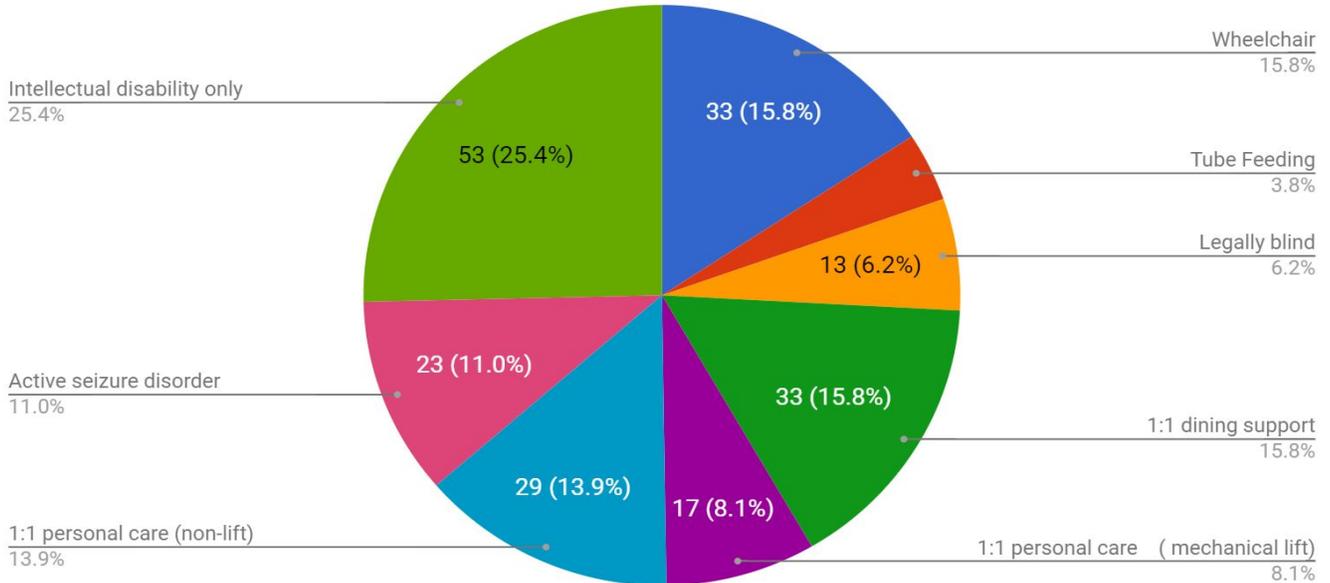
The Mid-Voc program (43 individuals) has demonstrated the most sustained growth over the last five years. This program addresses the unique support needs of individuals who require a structured day with a balance of community based programming and in-house independent living skills, communication and social skills. There were 6 new individuals who entered this program in 2019 and one part time member moved.

The Vocational Ventures program (35 individuals) had an increase in census by 4 individuals. Many of the individuals who attend Vocational Ventures attend part-time resulting in a full time equivalent of 31.1 individuals.



During the last few years, Coastal Connections, Inc. has recognized the impact of aging in people with disabilities. As individuals age, there has been a significant increase in meeting their unique needs and Coastal Connection's provides flexible support to address these needs. Many more individuals are dependent on staff for personal care and dining support. The staff have carved out specific job duties within their job descriptions to better meet the increased needs while still maintaining the integrity of programming. This trend will only continue given the natural aging process and longevity of individuals attending the programs.

Supports needed 2019

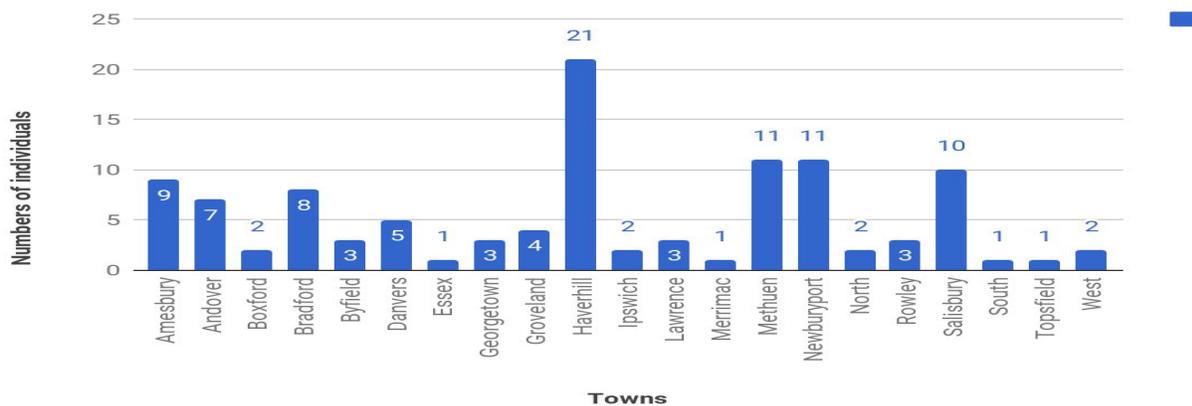


In response to the increased physical and medical care needs of so many individuals, Coastal Connections, Inc. has assigned certain staff to address these needs. Two current paraprofessionals perform personal care duties throughout the day and one paraprofessional is assigned to the Petalworks kitchen throughout the day. By using these key staff to complete these tasks, the other paraprofessionals can concentrate on providing engaging, meaningful activities throughout the program day because they are not interrupted by providing physical support and care.

Towns that are currently served by Coastal Connections:

20 towns in Essex County, Massachusetts and one New Hampshire town.

2019 Where we live - 111 individuals



Program Descriptions:

Petalworks:

Petalworks is an adult day habilitation program funded by MassHealth 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 uses the concept of partial participation – that is that every individual can complete in any part of an activity when appropriate supports and adaptations are provided.

The program census is trending down at Petalworks by one individual per year for the last two years. This is due to the immense medical needs and aging population that attends Petalworks.

Vocational Ventures/Mid Vocational Venture

Vocational Ventures/Mid Vocational program is a combination of day programs serving individuals, ages 22 through adulthood, with mild to intensive developmental disabilities. These programs receive funding through the Massachusetts Department of Developmental Services and Day Habilitation. As of December, 2019, the Vocational Ventures program served 35 individuals and the Mid- Vocational Ventures program served 43 individuals. Both of these programs have seen an increase in census. These programs offer 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 access the resources of the local communities by developing relationships with the local community partners. Other small group activities include a weekly shopping trips, fitness at Planet Fitness and a variety of volunteer sites throughout the local communities. All of these opportunities enhance the skills needed to grow more independently within a community setting.

Academics for Life

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

Staffing in 2019:

<p>Administrative staff: 1 Executive Director 1 Chief Financial Officer 1 Director of Programs 1 Health Care Supervisor, RN</p>	<p>Program manager staff: 1 Supervisor/Petalworks 1 Supervisor/Vocational Ventures 1 Supervisor/Mid Voc Ventures</p>
<p>Paraprofessional staff: 9.0 Paraprofessionals/Petalworks 7.6 Paraprofessionals/Mid Voc 4.0 Paraprofessionals/Voc Ventures</p>	<p>Direct Care Aides: .6 1:1 Support staff: 4</p>
<p>Additional staff: 1.6 LPN .2 Community outreach coordinator .4 Maker’s Studio instructor 1.0 Employment specialist 1.0 Job Coach 1.0 Facilities 2.0 Administrative support/Programs .4 Accounting assistant</p>	<p>Ancillary staff: Interdisciplinary team - consult: Physical therapist Occupational therapist Speech therapist Direct service: .4 Physical therapy assistant .1 Counselor</p>

Total agency staff: 44.4 staff (FTE 40.5) Increase in one paraprofessional, one admin program support, decrease in 1 direct care aide, added .4 accounting staff

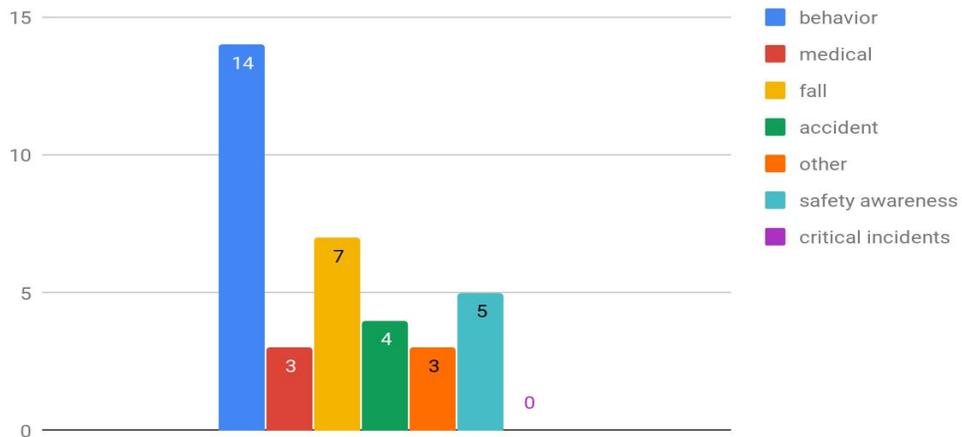
2019 Review of Incidents:

On an annual basis, all incidents are reviewed to determine any trends or contributing factors to incidents occurring. This helps to identify areas of improvement and increase the health and safety of the individuals we support.

Coastal Connections is a member of a consortium of providers who comprise a Human Rights Committee. Per regulation, this Human Rights Committee must meet quarterly throughout the year to review any critical incident, accident or injury or medication occurrence. This committee also signs off on all Supportive and Protective Health devices (splints, seatbelts and trays on wheelchair, gait belts, etc.). The Human Rights Officer for Coastal Connections is Gisele Khoury.

A Critical Incident is a serious or unusual event involving individuals receiving services. Some examples of a critical incident are; unexpected illness or injury, a fall that requires medical intervention, aggressive or unusual behavior or medication occurrence. There were no Critical Incidents in 2019.

2019 Summary of Incidents- 36 total incidents



Summary of Incidents

Coastal Connections, Inc. follows a comprehensive Incident Reporting procedure. All staff are trained at Orientation and annually on the components of an Incident Report including: what constitutes a reportable incident, how to fill out the form and to whom to submit this form. The data in 2019 is more comprehensive than previous years as the data reflects some numbers that occurred during the transportation process in the parking lot. Also, the significant increase in behavioral incidents was due to the presence of one individual who was removed from the program in August, 2019. Safety awareness was identified as an area to report and this has resulted in more targeted staff training specifically on the proper lift and transfer techniques as well as how to contact guard an individual who may have difficulty with uneven terrain. The category labelled “Other” includes several incidents that occurred on social media outside of Coastal Connections and not during program hours, however impacted certain individuals and warranted Incident reports being filed. Many of the falls resulted in the community and each situation was addressed as to how to improve safety.

Satisfaction Surveys/Outcomes Measurement

Survey Method:

Coastal Connections completes annual Satisfaction Surveys. The surveys were distributed to all parents/guardians and individuals attending all programs. The survey is in both written text and photo form.

Response Rate: Of all the surveys sent out to parents and individuals the following is the response rate:

- Parent/guardian 44/105
- Petalworks and Mid Voc individuals 30/76 individuals
- Vocational Ventures individuals 34/35 individuals
- Overall response rate 42 % of parents/guardian
- 57 % of individuals

Using Outcomes Management, a nationally accredited model for program evaluation, Coastal Connections has been collecting and analyzing data throughout the year. The specific measures were chosen by the Coastal Connections management team. As this information is reviewed, a plan is developed for program improvement.

On an annual basis as part of our quality plan, Coastal Connections reports on outcomes achieved. Program evaluation allows us the opportunity to see how we are doing on certain objectives related to effectiveness, efficiency and customer satisfaction. The data included in this report reflects information gathered from January, 2019 through December, 2019.

Data for this Outcomes Management Report was derived from the following sources:

- ❖ Annual Satisfaction surveys sent to all individuals attending Petalworks, Mid-vocational ventures, Vocational Ventures completed through Google Forms
- ❖ Annual Satisfaction surveys sent to all parents/guardians through Google Forms
- ❖ Daily data sheets
- ❖ Quarterly and ISP meeting notes

As you read through our plan, you will see that for each program area, we will measure goals based on Effectiveness, Efficiency, Service Access, Satisfaction and Business function. The following is the definition of these terms for the purpose of this report:

- Effectiveness: A measure that looks at the direct impact of our services on person's served
- Efficiency: A measure that looks at how well we do with the resources we are provided (funds, staffing, time, etc.)
- Service Access: A measure that looks at barriers that exist in accessing our services or moving through our service system.
- Satisfaction: A measure that reflects how satisfied people are with our services.
- Business Function: A measure that looks at some of the administrative aspects.

Outcomes Management Grid 2019

Objectives	Measures	Applied To	Time of Measures	Data Source	Obtained By	Goal	Outcome	Update
<i>Effectiveness</i>	To foster an environment where the individuals served are given the opportunity to develop leadership roles through the serving on active committees and serving a peer leaders for activities	All individuals	Monthly	Case Manager Data	Case Manager	25%	Event committee established with 12% of individuals involved Safety committee established -4 individuals involved 13 % of individuals involved in leadership or committee roles	2 individuals took on mentor roles at Petalworks 1 individual started her own dance program Event committee continued to meet Safety committee continued to meet Keep goal as stated and start a self advocates group
<i>Effectiveness</i> Participate in meaningful activities that lead to individual skill and development	Percent of individuals with increase skills noted in quarterly reports Question #4 on Satisfaction Surveys Parent	All individuals	Quarterly Summarize annually	Staff meeting notes ISP Satisfaction surveys	Executive Director and Leadership Team	90%	69% yes 29%% some 2% no Goal met	Continue to address as stated
<i>Effectiveness</i> To be treated with the utmost respect and dignity	Percent of individuals reported to be treated with dignity	All individuals	Annually	Satisfaction Survey results-individuals and parents #1 Meeting notes ISP	All staff	100%	Individuals: 97.6% yes 2% no Parents: 100%yes Goal not met	Continue to address as stated with additional feedback opportunities for individuals
<i>Effectiveness</i> Individuals will be offered creative and flexible day programming options through the development of more integrated program activities and more flexible movement between and within	Percent of individuals who move between program for activities	All individuals	Annually	Staff report	Program Director	50%	The 'Hit the Road' program was expanded to Voc Ventures. 2 more groups were added Goal met -	There was a lot more interactions between programs for both activities and program options Keep goal a stated with focus on more integration with programs through cross training of staff

programs as measured by 50% of individuals participating in new activities with new staff								
Objectives	Measures	Applied To	Time of Measures	Data Source	Obtained By	Goal	Outcome	Update
<i>Effectiveness</i> To be informed of program activities and options	Number of families who report adequate info from program Likert scale of 1-5	Families Guardians	Monthly Summarize Annually	Satisfaction Surveys Interview Data	Program Director	85%	84.1% 5 11.4 4 0 3 0 2 .5 1 Goal not met	Continue as stated with emphasis on sending more info home through agency quarterly newsletter ,program specific newsletter and website enhancement, parent email groups
<i>Effectiveness</i> To receive current in-service trainings to refine and increase skills	Number of staff completing additional training beyond required	Case Managers	Annually	Staff training logs	Program Director	90%	100% achieved with all staff attending inservice trainings	Continue as stated with focus on having staff attend trainings outside of our agency Professional development options for Executive team and Leadership team will be pursued
<i>Efficiency</i> Optimal utilization of resources through maintaining staff: individual ratio	Maintain current # of staff	All staff	Annually	Staff attendance logs Budget Summary	Exec Director CFO	Maintain approp. Ratios for optimal programming	2019 staff stabilized. Some staff moved within the agency. Ratios were maintained through admin staff completing direct care, hiring of a full time per diem sub 1:5-1:6 ratio attained at PW 1:7 at VV	Continue with focus on ratio compliance with DDS and day hab funding 1:4 Day Hab 1:5 DDS -variable depending on contract assignment
<i>Efficiency</i> Maintain program expenditures within budgetary guidelines	End of Year reports show zero deficit	Agency	Quarterly Annually	Budget meeting notes EOY reports	Exec Dir CFO	Zero deficit	Achieved; external audit completed - no findings	Continue as stated

<i>Efficiency</i> Increase volume of electronic records	To have all individual , medical and personnel files will be in an electronic format by December, 2019	Exec and Admin staff	Monthly	Google Drive	Admin staff	Continue to create electronic records	Partially achieved - Progress made in the area of medical records and individuals records	Continue as stated All personnel records will be electronic
Objectives	Measures	Applied To	Time of Measures	Data Source	Obtained By	Goal	Outcome	Update
<i>Stakeholder Satisfaction</i> Maximize stakeholder satisfaction	Percentage of stakeholder who express satisfaction as indicated by a score of 4- 5 on a Likert Scale of 1-5	All Stakeholder	Annually	Satisfaction Surveys To parents, guardians, and external stakeholder	Program Director Exec.Dir	90%	Parent surveys 74.4 5 23.1% 4 2.6% 3 0 2 0 1 97.5% - 4-5 Ind. Surveys 72% 5 16% 4 10% 3 0 2 0 1 88% 4-5	Indicators show increased satisfaction from parents by 13%. Goal met for parents The individual surveys show an increase in satisfaction by 5%. This is a promising trend. Goal not met for individuals Performance improvement plan to addressed increased program options

<i>Service access</i> To establish a fundraising committee that actively increases fundraising by 10% annually	To increase annual fundraising by 10% annually	Fundraising committee, Exec.Dir & BOD	Annually	Meetings, networking	Exec Director s and BOD	100%	Major gala was held on May 3, 2019. Highly successful New awnings to be installed	Based on the success of the 2019 event, the next event is planned for April 24, 2020 Goal acheived
<i>Business Function</i> The BOD will complete annual Performance Review of Executive Director and a BOD Self Evaluation using tools that reflect best practices	Annual review of ED Self evaluation tool	BOD	Complete during 2019	Written assessment	BOD	Complete performance review of ED and self assessment of BOD	The BOD decided not to pursue Governance accreditation through CARF but they will follow through on key CARF indicators as best practice.	Ongoing- BOD decided to continue to carry this forward throughout 2019- not accomplished in 2019. A review of the Executive Director will take place my May 1, 2020

Plan to Communicate Information to Stakeholders

With the individuals:

The Outcomes Management Report is available for all staff and individuals. A memo will be sent out to persons served and their families, notifying them of its availability on our website and hard copies available at our office. In addition, an electronic copy will be sent to all families and guardians.

Staff:

All staff will be notified once the annual Outcomes Management Report is complete. It will be uploaded into Google Drive and all staff will be required to review it. Our agency's goals, successes and steps to constantly improve are critical for employees to understand. We could not achieve any of our strategic planning goals and our mission without the work of dedicated employees and it is important that they see how their work impacts our mission. This Outcomes Management report will be the focus of one staff meeting in March.

Highlights of 2019:

Coastal Connections, Inc. strives to make a difference in the lives of all people who engage with our agency. A focus throughout the year of 2019 was to share our mission and work with the greater community. Through this effort Coastal Connections was able to amplify its work and presence in the community while supporting volunteer sites at local non-profits, having a full presence at many community focused events, supporting individuals to maintain employment and to use the rich resources of the local community.

The landscape of service delivery within the field of human services is undergoing a transformation. As more and more focus of models for day habilitation are moving towards a medical model of accountable care organizations, it is expected that this new model will directly affect the services that are delivered to individuals in day programs. In addition to the changes in day habilitation services, the Executive Office of Human Services and the Department of Developmental Services, have endorsed a philosophy of maximizing community based services. In a publication dated December, 2015, the Employment First initiative was introduced. The key concept in this model is that "Community based day supports should be a vehicle for individuals to explore and engage in meaningful and purposeful activities, based on individual preference and needs as identified in their person-centered Individual Service Plan. Activities should promote the full integration and inclusion of individuals with disabilities into mainstream society through positive community contributions and relationship development."

In response to this initiative Coastal Connections, Inc. launched a "Hit the Road Program." This program offers a comprehensive day program that allows participants to engage in volunteer and recreational opportunities in their community. The individuals received programming that reflects their interests and builds skills using the surrounding community as a classroom. The "Hit the Road " program has a ratio of 1 staff to 5 individuals and uses one Coastal Connections van each day. This program was so successful that there are now three different groups enjoying the "Hit the Road " program. The plan for next year is to expand this program option and introduce travel training through the Merrimack Valley Regional Transit which is based within walking distance to Coastal Connections.

In May we held our second "Celebration of Success" event. It was a glorious evening during which Coastal Connections celebrated "Champions." The theme of the Champions Award was honoring local

employers who have truly embraced the mission of full integrated, competitive employment for people with disabilities. This year we will hold our “Celebration of Success” event on April 24, 2020.

Coastal Connections, Inc. is well aware of the impending changes to the service delivery system. This next year will be full of new information, seminars and meetings to address the impact that these changes could have on Coastal Connections, Inc. as an agency. Coastal Connections, Inc. will remain steadfast in its dedication to making a difference in the lives of individuals with disabilities and remain nimble with a strong infrastructure as we look to the future.

For further information about Coastal Connections please visit our website: www.coastalconnections.org