

Message from Executive Director

Anthony Zambrano

I am approaching my third year as executive director at Downeast Horizons and it has been a truly remarkable two years. Our services have grown by 40 percent during this two-year period and for the first time in the organization's history, DEH serves children with developmental disabilities as well as adults. In addition, there is an exciting new trust and belief in this organization and its mission. Our management team, staff, parents, donors, and Board of Trustees have collectively overcome significant challenges over the past two years and today there is an unprecedented unity among these stakeholders as well as a very clear feeling of enthusiasm and pride in the important work we do here at DEH. As you are aware, new challenges are looming: State budget cuts to the Department of Health and Human Services are already drastically affecting social service agencies across Maine. We, at DEH, have already experienced some of these cutbacks (10 percent rate cut to our eight assisted living homes as of January 2009). We *will*, as a team, overcome these setbacks. Our collective commitment to the individuals we serve as well as our commitment to common sense efficiency in operations management will get us through these difficult times. I am extremely grateful and proud to be a part of this extraordinary organization and family and I look forward, with you, to meeting the challenges ahead with renewed commitment and strength.



DOWNEAST HORIZONS SERVICES

Community Supports (Day & Evening Programs)

Direct support is provided to individuals with the goal of increasing and maintaining social and community participation as well as maintaining and developing skills that support their health and well being. Community supports may be provided in a group or on an individual basis. All supports are scheduled in accordance with the individual's plan. Personal development activities may address self-care and self-management skills; physical fitness; behavior management; sensory, motor, and psychological needs; interpersonal skills to cultivate supportive personal, family, work, and community relationships; and opportunities for participation in activities to promote social and community engagement.

Residential Services

We provide direct support to individuals in a residential setting. Home supports are provided in order to improve and maintain a person's health and well-being and his or her ability to live in and be a part of a community. Depending on an individual's needs and natural support system, supports may range from regularly scheduled and intermittent services to extensive direct support, in conjunction with medical, behavioral, and other services. Personal assistance with activities that contribute to a person's health and well-being including eating, bathing, dressing, mobility, personal hygiene, and other activities of daily living is provided. We have eight homes in Hancock County.

Employment Supports

We provide supports to promote integrated, competitive employment for an individual. Employment services are distinct, complementary services provided as needed and defined in the individual's plan. Direct support is provided to an individual in maintaining productivity and employment. Periodic interventions with a job coach will assist in promoting natural workplace relationships, maintaining workplace relationship, maintaining workplace safety, and promoting successful employment and workplace inclusion.

Downeast Horizons Board of Directors

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Thanks to Our Outgoing Two-Term Members

Tim King
Ralph Mathis

Downeast Horizons Senior Staff

Anthony Zambrano, *Executive Director*

Carolyn Glinko, *Director of Human Resources* Alicia Holdsworth, *Director of Adult Services*
Amanda Davis, *Business Manager* Nikki Cutchens, *Children Services Administrator*
Robin Wyzkowski, *Resource Coordinator* Robyn Lessard, *Children Services Administrator*
Stephanie McVicar, *PCP Coordinator* Jenny Ashmore, *PCP Coordinator*

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Annual Report 2008

Assisting Adults & Children with Developmental Disabilities



People Helping People



Yesterday, Today and Tomorrow

The following is an outline of recent accomplishments and a discussion of strategic two-year goals in four major areas.

I. Programs and Services

Downeast Horizons (DEH) takes great pride in the quality of its care and service to the developmentally disabled. Our reputation as a premier service provider in Hancock County is stable and growing. Currently, DEH serves 83 developmentally disabled adults at its community supports facilities in Ellsworth and Bar Harbor and at its eight assisted living homes. Recently, DEH expanded its adult services to include Community Supports Services in Deer Isle and Bangor. Between 2006 and 2008, the number of developmentally disabled adults served by DEH has increased by 40 percent. Over the past two years, two new and exciting programs have been instituted: Children's Services and a Community Supports Evening Program.



For the first time in its 34 year history, DEH launched a children's program in the spring of 2007, serving children aged 3 to 21 with diagnoses of Autism Spectrum Disorders and Mental Retardation. Currently, 24 children from Hancock and Penobscot counties are served by this program. DEH, working with the Maine Department of Health and Human Services, will continue to develop this program through increased marketing, public relations and public education.



Our Evening Program, one of few in Hancock County, was initiated in 2007 and has become a great success: 9 adults currently attend these evening social and educational sessions at our Ellsworth Center from 2 to 7 pm weekdays. The added evening hours are enjoyed not only by clients but also by family members of developmentally disabled adults who can now utilize these hours for work or recreation.

Over the next two years, DEH will continue to build these programs into solid, community-based services that receive consistent referrals due to a reputation for providing excellent and caring services to developmentally disabled children and adults in Hancock and Penobscot Counties.

II. Facilities

Downeast Horizons' two community supports facilities in Bar Harbor and Ellsworth, as well as its eight assisted living homes throughout Hancock County have been in great need of care and maintenance for some time now. Thanks to the generous support of our donors, over the past two years, significant repairs to the MDI facility have occurred, including: roof and window replacement, exterior painting, siding replacement, complete renovations of kitchen facilities, program areas, and two classrooms, and finally, the conversion of our 1976 oil heating system to a modern ultra-energy-efficient gas system. During this same period, DEH invested a tremendous amount of resources into maintaining and upgrading its eight residential sites. Over the next two years, the administration and staff will continue to focus on property maintenance, safety, and long-term energy efficiency.

III. Staff Training and Retention

Downeast Horizons currently employs 110 individuals, making it one of Hancock County's larger employers. Our direct care staff is the backbone of this organization and DEH is committed to a quality work environment and experience for all of its employees. Over the past two years, DEH has made staff retention and appreciation a priority. Last year, the administration initiated merit-based raises with yearly evaluations and instituted eight paid holidays. In addition, direct service personnel is actively involved in regular meetings with the management team and several all-employee meetings have occurred to explain new programs and benefits and to encourage open dialogue among all staff levels.

Downeast Horizons is also committing significant time and energy in making sure our staff are the best service providers they can be in the field of developmental disability care. Over the past two years, DEH has instituted in-house training for First Aid, CPR, MANDT and a 40-hour Direct Service Training. All of these trainings had previously occurred outside the agency. Senior DEH staff attends train-the-trainer seminars to facilitate these in-house programs. Over the next two years, DEH will expand and hone its training programs and encourage continuing education for all employees.

IV. Development and Public Relations

Downeast Horizons has been blessed with a core group of generous donors since its inception in 1974. Given state budget cuts and projections for cuts that are even more alarming, DEH is investing significant time and energy into developing new donors and foundation support. In addition DEH has received grants from the Maine Community Foundation and Healthy Peninsula, an organization that supports healthy communities. Over the next two years, the organization will explore the establishment of an endowment fund, which will give donors a secure, high-impact investment in the long-term future of our clients and the organization. In addition, DEH will continue to pursue funds from Maine's generous foundation community through a concerted grant writing effort.



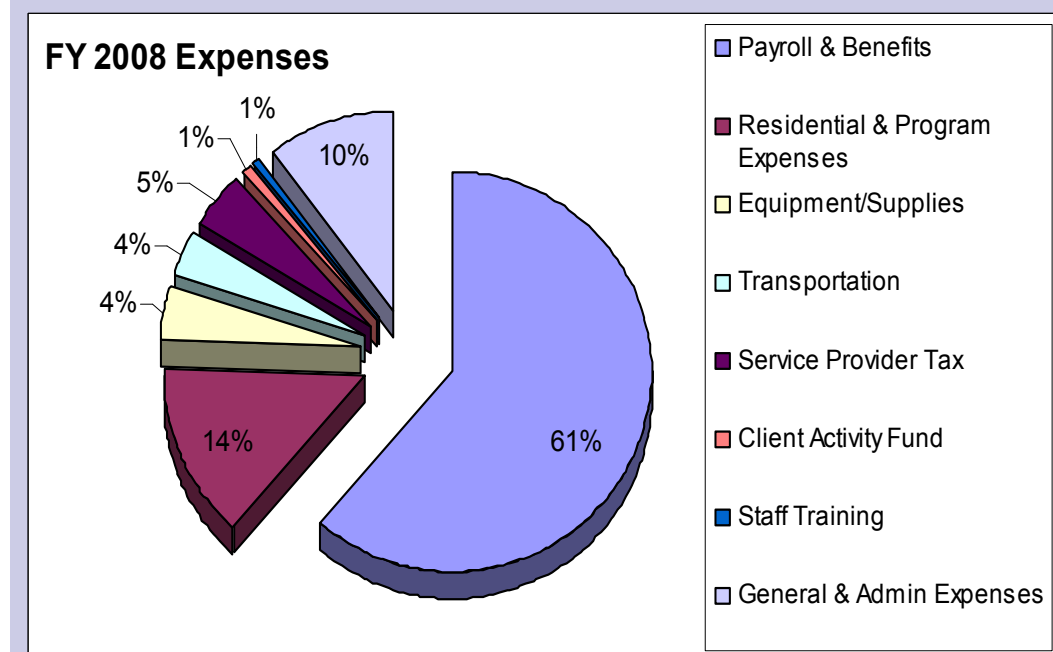
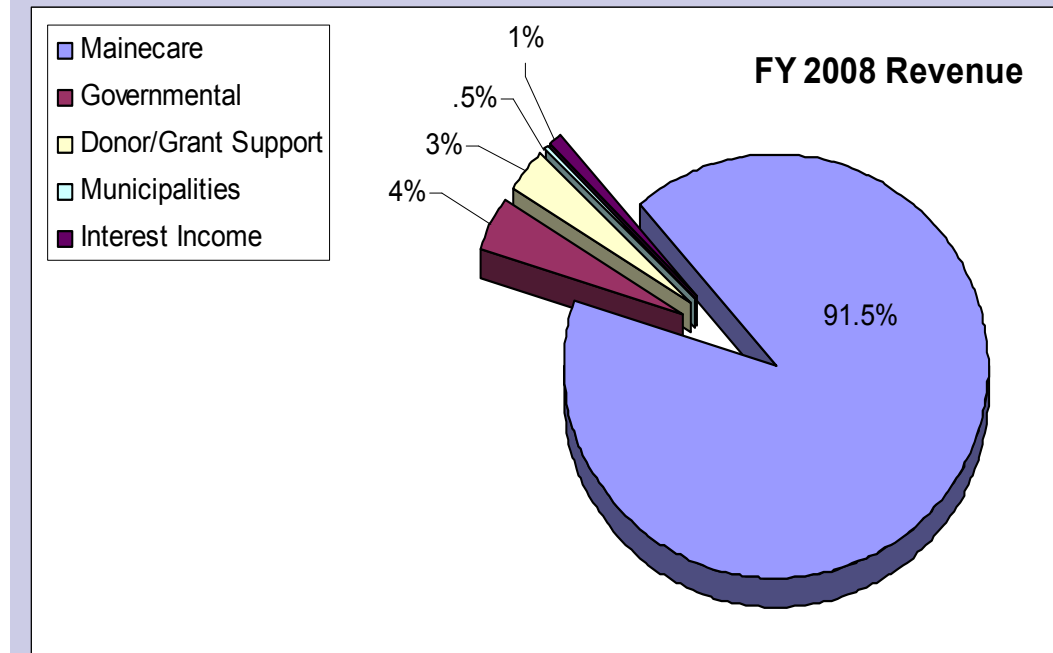
In terms of public relations, DEH instituted a quarterly newsletter in 2007, which has greatly assisted in marketing and fundraising efforts. The newsletter also bolstered internal communication and general staff and client pride, as accomplishments and challenges are featured and discussed. Regular communication with local media has also become a primary focus and, over the past two years, DEH has enjoyed increased exposure in print, television and radio. Community involvement has also become a priority under the guidance of the Board and administration. Regular involvement with Ellsworth and Bar Harbor Chambers of Commerce has resulted in increased awareness and appreciation of our services throughout the community. DEH hosted a highly successful "After Hours" event for Ellsworth Chamber of Commerce members in 2008. Over the next two years, DEH will continue to expand its public relations strategies to include surrounding counties and will place concerted effort into its new children's program.

FINANCIAL INFORMATION

FY 2008

(July 1, 2007 - June 30, 2008)

Statistics are based on a \$ 3,463,000 budget



Mission Statement

Downeast Horizons assists and supports people with disabilities to live a complete and fulfilling life.

www.dehi.org