

2011 Annual Report

JULY 1 2010 TO JUNE 30 2011



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Vision

We envision a world in which all people are supported to be members of their community, families, and neighborhoods, and where communities and citizens are willing to become involved in the lives of the people we support.



Mission

The Eastern Oregon Support Service Brokerage represents and supports people with disabilities in Eastern Oregon to achieve control over their lives and to participate in satisfying lifestyles based on the same aspirations as all citizens.

Principles of Self-Determination



Maria rides through her neighborhood on a bike purchased with flex fund support

Services of the Eastern Oregon Support Services Brokerage are based on the principles of self-determination:

Freedom: People will have the ability, along with freely chosen family and friends, to plan their own lives, with necessary support, rather than purchase a pre-packages program.

Authority: People will have the ability to control a certain sum of dollars in order to purchase their supports.

Support and Autonomy: People will have the opportunity to arrange resources and personnel - both formal and informal - that will assist them to live a life in the community that is rich in social associations and contribution.

Responsibility: People will have the opportunity to accept a valued role in a their community through competitive employment, organization affiliation, spiritual development, general caring for others in the community, as well as accountability for spending public dollars in ways that are life enhancing.

“We are committed to helping people determine their dreams, respecting those dreams, and helping to make them come true.”

People from Union County rally in Salem to prevent cuts in vital services.



Values

Dignity and Respect: All people have an inherent right to be treated with dignity and to be respected as a whole person with regards to mind, body and spirit.

Relationships: It is essential to have a support network or circle of friends and family to provide strength and assistance. We are committed to helping people develop and maintain relationships.

Choice: People have the right to choose what they will do with their lives and with whom they will do it.

Control: People have the power to make decisions and truly control their lives, including their finances. If services must be pur-

chased, the people buying them, with assistance from friends and family, will determine what these services will be.

Dreaming: All people have dreams and aspirations which guide the actions that are most meaningful to them. We are committed to helping people determine their dreams, respecting those dreams, and helping to make them come true.

Contribution and Community: Everyone has the ability to contribute to their community in a meaningful way. Giving of ourselves helps us establish a sense of belonging.

Fiscal Conservatism: We believe that If people have choice and control, they will purchase services in a way that will allow them to get what they need, pay only for what they get, make real investments, and spend money more

efficiently.

Changing Roles: The role of the professional must change from working for the system to working for people.

Whatever it Takes: Self-determination requires an attitude that nothing is impossible. "No" as an answer is replaced with "How can this be done?"

Governance: All stakeholders must participate in the governance of the system as true and equal partners.

Person Centered Planning: The consumer must be empowered or represented to direct the system through planning centered around him or her as an individual.

Independence: Support brokerages should be independent of any entity that provides services or has multiple responsibilities.

History



Board and staff gather in 2004 to develop the first Quality Assurance Plan

In September 2000, a lawsuit brought against the State of Oregon was settled. In part, this lawsuit was responding to the fact that many adults with developmental disabilities were not receiving any needed supports and that available support dollars were often applied unevenly across the state. Commonly referred to as the Staley settlement, this agreement is changing how services for adults are planned

and delivered. The Staley Agreement calls for "universal access" to self-directed Support Services for all adults with developmental disabilities who qualify for supports. In essence, this creates an entitlement to support services for all eligible adults with developmental disabilities built upon the principles of self-determination. Access to these support services, through Support Service brokerages, is applied on an equitable, fair and uniform basis across the state regardless of what part of the state a person lives in. The

first customers enrolled into these emerging brokerages in the fall of 2001. A statewide plan was developed that assured access to these services across the State by 2005. In 2003, as a result of the State of Oregon's budget crisis, that assurance was extended to 2009 with substantially reduced enrollments. By June 30, 2009, no counties in Eastern Oregon reported having a waitlist, fulfilling one of the most important requirements of the Staley Settlement. Then in March of 2010, due to additional state-wide financial difficulties, enrollments were again restricted, and a wait list of individuals requesting support services began to grow.

Organizational Structure

Membership: EOSSB is a not-for-profit membership organization. The membership consists of all individuals served and their families, as well as interested others from advocacy groups, service providers, interested community members, and case management entities. The membership has a majority of family members and self-advocates.

Board of Directors: The board of directors consists of 12 to 15 people, with at least a simple majority of families and self-advocates.

Local Alliances: The membership has the opportunity to work together to plan and de-

velop local service delivery expansion, as well as to advise the Board of Directors through regular regional meetings. These Local Alliances are made up of members of the organization in the region, and just like the membership and the board of directors, are composed of a majority of families and self-advocates. Local Alliances function to assist in the planning and development of local service delivery and capacity. Local alliances relate to the organization through Personal Agents from the region and representation on the Board of Directors. The Board of Directors and the Local Alliances collaborate in the oversight and

implementation of a quality assurance process.

The membership, through its elected board of directors sets organization policy. The Executive Director is responsible for hiring and supervision of staff and the day to day operation of the organization. The Board of Directors, in concert with the Local Alliances, reviews satisfaction data and other quality assurance measures and approve plans for continuous improvement of services. The board collaborates with its membership through the local alliances to plan and develop local service delivery expansion.

“Local Alliances function to assist in the planning and development of local service delivery and capacity.”

Board Report



“We continue to challenge each other to find new and innovative ways to better serve those who are making important life decisions.”

Zee Koza, Board President

Impact - it's what we are all about at EOSSB. Every day people impact their own lives in new and exciting ways. In turn, those who receive brokerage supports are able to make their own impact in their families, their communities and their workplaces.

This recipe for success has been the cornerstone of everything we have done at the Eastern Oregon Support Services Brokerage for the last 10 years - it's our impact!

We continue to challenge each other to find new and innovative ways to better serve those who are making important life decisions. As proud as we all are for the services and care provided, we are equally boastful of our staff's willingness to be involved in local, regional and state events and activities that advance the cause of self determination.

As you read through the pages of this annual report, know that it represents just a small fraction of all the great things accomplished here under the leadership of our Executive Director, Dr. Bill Uhlman. Our consumers, their family members, our personal agents and our board members are committed to working together far into the future so that our programs

and services are always on the leading edge and have ...Impact!

I believe that the Eastern Oregon Support Service Brokerage can serve as the model for support programs in the 21st century—a place where consumers and community are inextricably linked, and where we can find solutions to the seemingly intractable challenges that face societies locally and globally.

This year's achievements serve as reminders and markers of the progress we've made in our first ten years together. Thank you for your continued support and service.

Respectfully,

Zee Koza
EOSSB Board President

Board Activities

August 2010 Annual Meeting

Annual report was distributed and reviewed by the membership. Board election results were announced and board members were introduced. Satisfaction survey results were discussed and prizes awarded from a drawing for those who submitted surveys over the past year. Activities, good food, and a live band were enjoyed by all.

September, 2010

A revised budget was adopted to account for the elimination of funding for Quality Assurance Positions and a 10% decrease in administrative funds. This was accomplished through belt-tightening and did not require elimination of any staff positions. The quality As-

urance plan update was discussed, however, without the results from the SPD field review held in July, the report that is due in October is incomplete.

March, 2011

The Fiscal Audit for the year ending June 30, 2011 conducted by Arens and Associates, CPA, was presented, discussed and accepted by the Board. Customer Satisfaction results for the fiscal year through December 31, 2010 were examined and discussed. The next Annual Meeting date was set and a new location was explored due to the usual venue being unavailable this year. Activities held since the September board meeting were described by members present.

June, 2011

Staff, Board members, and customers in attendance described good things happening in their region. There was an update on the implementation of HB 3618, including workers compensation and unionization efforts. A budget for the new fiscal year July 1 2011 through June 30, 2012 was presented. This budget contains substantial reductions in personal agent and administrative staffing due to an anticipated reduction of \$92,000. There will be a reduction in census as funding for people who do not qualify for the Medicaid waiver will be eliminated from service. A new 5 Year Quality Assurance Plan was presented and accepted.

Board Members

<u>Name</u>	<u>Representation</u>	<u>Term</u>
Zee Koza, President	Service Provider—Union County	2011
Mike Singleton, Vice Pres	Family Member—Malheur County	2013
Kathleen Kim, Sec/Treas	Family Member—Wallowa County	2013
Mariah Langer	Self Advocate—Hood River County	2012
Josephine Vowell	Family Member—Baker County	2012
Steve Carlson	Family Member—At Large	2012
Julie Wynn	Self Advocate—Umatilla County	2012
Sandy Sheehy	Community Partner—Union County	2013
Charlie Hammett	Self Advocate—Umatilla County	2011
Barbara Hawk	Family Member—Gilliam County	2011
Elizabeth Pollick	Family Member—Umatilla County	2011
Denise Walters	Family Member—Wallowa County	2013
Karla Colson	Family Member—Grant County	2013
David Russell	Self Advocate—Umatilla County	2011
Ronald Morton	Self Advocate—Baker County	2012



Board member Charlie

Hammett tells it like it is!

Staff

Administration

Bill Uhlman, Executive Director
 Jim Yuhas, Accountant
 Linda Jones, Office Manager
 Cindy Pryor, Clerical/Fiscal

Personal Agents

Vicki Swyers, Mid Columbia
 Heather Castro, Mid Columbia
 Alica Sims, Mid Columbia
 Joshua Ott, Mid Columbia

Personal Agents

Annabelle Hirsch, Lead Personal Agent, Baker County
 Sher Scribner, Harney, Grant and Wheeler Counties
 Rene' Kesler, Baker and Malheur Counties
 Amy Eddy, Malheur County
 Lorien James, Wallowa County

Personal Agents

Kristi Avery, Lead Personal Agent, Umatilla County
 Kristen Hughes, Umatilla and Morrow Counties
 Rose Berg, Umatilla and Union Counties
 Tina Crowell, Umatilla County
 Nancy Fields, Union County

"We are committed to helping people determine their dreams, respecting those dreams, and helping to make them come true."

Executive Director Report

EOSSB Celebrates its 10th year in existence this year. We were incorporated in October of 2001 and began developing policies, procedures and staff selection soon thereafter. Due to bureaucratic delays, we did not start supporting our first customers until March 1, 2002.

A lot has happened in 10 years as the Support Service system in Oregon has evolved. It has been a lot like a train ride—a very exciting train ride! There were times when we felt we were laying down track while riding on a speeding locomotive and not knowing where the track will lead, and other times when we seemed to be stuck at the station waiting for passengers and funding to arrive. Sometimes there has seemed to be new baggage arriving every day in the form of policies and procedures that threatened to squeeze our riders out of their seats. Other times there were plenty of seats and brokerage enrollments occurred as fast as people needed, and occasionally there were not enough seats on the train and people waited in line for a ride. And in the future, for the first time, we will be required to kick people off the train because they do not qualify for receipt of Medicaid under the support services waiver.

No matter where this train ride leads us in the future, the Support Services train is powered by two things that have not changed. We are fueled by the power of self determination which promises that everyone will have the **freedom** to plan their own lives, the **authority** to control funds to purchase supports, the **support** to arrange resources to have a life rich in social associations and the **responsibility** to accept a valued role in their community. We are also fueled by the participation of our customers and their families in the governance of EOSSB at both the policy level, and at the local alliance level where people gather frequently to share their lives and stories and contributions to their communities.

So stay on board! Lets see where the next 10 years will take this train!



Bill Uhlman, Executive Director



Services and Supports

Enrollments	Beginning Enrollment March, 2002	Jun 30 2003	Jun 30 2004	Jun 30	Jun 30 2006	Jun 30 2007	Jun 30 2008	Jun 30 2009	June 30	June 30 2011
				2005						
Baker	11	12	23	28	28	30	35	41	45	48
Grant	3	5	6	6	5	5	5	6	10	13
Harney	1	9	11	12	11	11	12	11	12	13
Malheur	17	18	26	32	32	35	40	47	52	54
Morrow/Wheeler	6	8	9	11	12	15	14	20	22	24
Umatilla	10	31	55	62	63	76	87	102	114	118
Union	3	13	21	24	25	31	28	40	41	47
Wallowa	2	3	7	11	10	9	10	10	12	14
Mid Columbia	9	31	60	68	73	86	91	110	116	125
Total	62	130	218	254	259	298	322	388	424	456

In June, 2010 EOSSB had a contracted a capacity of 425. Starting in July we were allowed to increase capacity by two per month through September to a maximum by September 30 of 432. Then in October, capacity was increased to 450 and then increased to 460 in April of 2011. We ended the year near capacity at 456 individuals served with no wait list.

A total of 67 people entered services this year and 35 people exited services.

Service expenditures have increased each year in proportion to the increased enrollment. A total of \$4,122,009 was spent in support services for the current year (a 14% increase over last year). The average spending per customer plan decreased slightly from \$789 per person per month at the end of FY 08-09 to \$773 per person per month at the end of FY 10-11.

84% of all Support Funds were spent on Community Living and inclusion Supports which included staff employed to provide assistance with personal skills such as eating, bathing, dressing, and mobility.

11% of funds were spent on non-medical transportation.

4% of funds were spent on respite care.

1% of funds were spent on Supported Employment to assist individuals to find, get and keep competitive jobs in the community.

The remainder (less than 1%) was spent on items such as specialized medical equipment, environmental accessibility, physical therapy, personal emergency response systems, special diets, chore services and homemaker services.

Fiscal year to-date moves

<u>In</u>	<u>67</u>	<u>Out</u>	<u>35</u>
Wait List	61	Death	1
Intra Brokerage	4	Intra Brokerage	4
Inter Brokerage	2	Inter Brokerage	5
		Exit the system	13
		Comp 300	0
		Comprehensive	10
		Refused service	2
		Found ineligible	0

Local Stories

In every county across eastern Oregon, there are people who have been able to fulfill their dreams of living in their own homes, living with their families with the supports they need, and having jobs in the community that meet their needs.

Support services have empowered people to speak up for what they want, plan for the future, and create their own lives.

These are some of their stories.

Union County

It has been a very busy and exciting year for Union county with lots of new comers and several moving or exiting the brokerage. Union County has 47 customers at this time. We have had to enlist a Personal Agent from Milton Free water to work with 5 of Union County customers. Thank-you Rose for accepting these customers. Throughout this year we enrolled 7 new customers, and transferred or exited 6 customers, we will miss them all. We have six folks 6 who are connected with VRD for assistance with find paid employment in the community, 2 customers who are doing odd jobs around their neighborhood

to earn extra spending money , and one customer who is trying to start his own business after VRD explained that they couldn't assist him with this project. He is now selling his handmade

items, with the assistance of his Personal Support Worker. Items he makes are hats, bags, mittens, socks, scarves, and baby items. He has had great success so far. He is getting lots of orders from people in the community and shops want to sell his items. Seven customers are connected with other agencies either to work in their program or attend their Alternative to Work program. Three Customers have community employment positions and are doing great and are very happy with their jobs. Sadly because of all the cut backs and waiver issues Union county will be losing about 7 customers, we will miss them. On a good note once they are able to be waived they can re-enter the brokerage again for services. It will be great to welcome them back into our program. People are speaking out and voicing their wants and needs and what they want to see on their plans, they are interviewing Personal Support Workers and choosing who they

want to work with and letting PSW's go that they haven't been able to connect with. They are choosing the types of activities they want to do and with whom they want to do activities with. People are attending the Uniting Together/Local Alliance activities. We have had several dances, and we went to the Boise Zoo in June. Everyone is excited about the Brokerage annual picnic as we are doing something different this year; we are doing a luncheon indoors this year. There are a few people who are excited about going to the Mega Conference in late Sept. Once registration opens we will register and apply for stipends so that we can go. That pretty much sums up all that is going on in Union county, we are looking forward to the next year filled with new adventures and gatherings, it promises to be a very busy exciting year.

**Nancy
Fields
Personal
Agent in
Union
County**



Wallowa County

Wallowa County has begun a very fun program for our local alliance. At the beginning of every year we have a meeting and everyone comes up with an activity that they would like to do in the year. It has worked out great and given our customers some power. We have enjoyed many fun activities so far this year. We took an overnight trip to the Boise Zoo, and for many this was the first time out

of state, away from their families and even a first time in a hotel. We have done the Clarkston Aquatics Center, learned to snowboard, volunteered at local Head Start to make kindergarten bags, bowled, hiked, game days, Chief Joseph Days Rodeo, toured local businesses and picnicked at Wallowa Lake. We have many more ventures planned and it is great to see the smile on everyone's faces when it is the first time to experience some of these adventures. We are opening up opportunities and building relationships with community members, all while teaching to access community and see what the surrounding areas have to offer our customers for entertainment, resources and educational opportunities.

ryone's faces when it is the first time to experience some of these adventures. We are opening up opportunities and building relationships with community members, all while teaching to access community and see what the surrounding areas have to offer our customers for entertainment, resources and educational opportunities.



Lorien James, Personal Agent in

Mid Columbia

Employment First:

Over the past year employment first has become a front line issue. EOSSB Personal Agents in the Mid-Columbia have become excited and enthusiastic to assist individuals who want to work and be gainfully employed. Brokerage staff has participated in community partnership with Oregon Vocational Rehabilitation Services to assist individual who want to be employed. The process may be lengthy, but to have resources available in today's economy is a good thing. "Work is more than a paycheck. It's Dignity. It's Respect". If you are interested in employment and working in your community contact your Personal agent and start planning for your future.

Helping others to be safe:

Mark says for as long as he can remember he has wanted to follow in the footsteps of his father and be a fireman. Although, he knew that his disability would present challenges to reach his dream he has persevered by finding his own way to help others help themselves in times of emergencies.

It would not be unusual to see Mark proudly wearing **The Mid Columbia** Fire Department mascot costume in local parades, civic events and assisting the Fire Marshall in classrooms teaching fire safety to elementary students. However, what he feels is his biggest accomplishment is the monthly classes he is conducting to help his peers be prepared in emergency/evacuation situations. With the assistance of his EOSSB provider, natural supports from his family as

well as the fire department he has gathered informational handouts, distributes pencils and refrigerator magnets with emergency numbers, displays his own collection of necessary items and is more than happy to answer questions at the end of his presentation.

Mark states that public speaking was his biggest challenge but knowing that he is helping others over rides that fear and is becoming more comfortable every time he does it. When asked if he will be expanding the classes to reach more individuals he says "yes, at some point because I want people to understand the importance of emergency/evacuation preparedness to keep them safe."



Alica Sims, Heather Castro, and Vicki Swyers, from the Mid-Columbia

Harney, Grant and Wheeler Counties



Sher Scribner,
Personal Agent in
Harney Grant
and Wheeler
Counties

*“our customers
are relying more
and more on
natural supports
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reach their goals
and pursue their
dreams.”*

All people can be productive, contributing members of their communities and the Brokerage customers I work with are shining examples of this. Of the 28 people enrolled in Grant, Harney & Wheeler Counties, 6 are working with Vocational Rehab to secure employment, several are either being paid or volunteering their services at a library, high school, retirement home, radio station, Thrift Store, and other community businesses. Sue-Z-Q's Thrift Store, a non-profit organization run by Value Added Agency in John Day, also employs several of our Brokerage customers who are finding enjoyment in the social interaction with their peers, sorting and pricing items for sale, and serving customers. They also have an added bonus of getting to go to out-of-town activities such as potlucks, dances, and shopping expeditions! In all counties, customers have been involved in Special Olympics and continue to exceed even their own expectations! Many ribbons and awards were



handed out this year to some very deserving people who worked hard to do the very best that they could and achieved even more success, and self confidence, with each athletic event they competed in.

To ensure that the people we work with are able to receive the services and supports they require to meet their needs, our customers are relying more and more on natural supports as a way to assist them to reach their goals and pursue their dreams. Natural support, paid providers, and the communities themselves have proved themselves to be much needed, and appre-

ciated, aides and advocates for our Brokerage population. The people I work with want to lead productive and satisfying lives. They want to have community interaction, employment, friends, have places to go, date, and be acknowledged and respected. Many of the Brokerage customers I serve are achieving this kind of life through their perseverance, their growing independence and their refusal to put limits on themselves. These qualities, and the services and assistance that are being provided to them, gives inspiration to myself and to the many people who are blessed to have these wonderful people in our lives. I can't wait to see what next year will bring! I am sure I will continue to be awed and amazed. Thank you for letting me be a part of your lives.



Umatilla and Morrow Counties

Customers in Umatilla and Morrow counties are actively looking for business or employment opportunities. Many have found volunteer positions that they love and this allows them to meet new people and gain skills. Others have found jobs that fit their interests and they monitor their hours and income, so they do not lose benefits. Many customers have chosen a vocational program to help them earn money while learning and improving employment skills, then plan to move on to jobs in the community.



Rose Berg,
Personal
Agent in
Umatilla
County

Another plus in the area is that we have more transportation options. The local taxi services in Hermiston, Pendleton and Milton-

Freewater have been working with EOSSB for several years, many providers also take individuals and groups places and more recently there is the Confederated Tribes of Umatilla Indian Reservation (CTUIR) free bus system.

There are buses that run from many of the towns in the area Monday through Saturday.



Kristen Hughes,
Personal
Agent in
Umatilla
County

Several customers are now using this bus system to get to their jobs or other activities. There is also another bus system, The Grape Line, out of Walla Walla WA that provides transportation to the Tri Cities area for a minimal fee.

The Local Alliance Group consists of customers and providers that are quite active and always thinking of new things to try. The group does fundraisers to earn money for these activities. This group is growing each year.

Kristi Avery, PA, says that there is another exciting opportunity – Ceramics. Long



Kristi Avery,
Lead Personal
Agent in
Umatilla
County

time local business owners in Heppner OR, Howe's About Pizza, have donated the all the equipment for a ceramics business. We are still working on the details, but look forward this new opportunity.

EOSSB customers continue to grow and increase self advocacy. We are looking forward to the challenges and promises of the future.



Tina Crowell,
Personal
Agent in
Umatilla
County

PA's feel that a strong provider base has been developed. It is great to see our customers develop such good working relationships. They are learning about self advocacy, setting goals and planning for the future. We do hope that there will be more training opportunities for providers in the future.

Baker County—



Annabelle Hirsch,
Lead Personal Agent
in Baker County

“ ”

Rene' Kesler, Per-
sonal Agent in Baker
and Malheur Coun-
ties



We've been very busy in Baker this year. We have 48 customers, 21 providers and 6 independent contractors.

We have our own chapter of People First, Special Olympics, and are involved in many community groups and activities.

We have monthly luncheons that include a business meeting and reporting time before the lunch and it's a great way to socialize and keep in touch with each other. We have community partners come to the luncheons as well. The customers, providers and contractors coordinate the menu and are making all the food for these events. The customers, with help of the support people they work with, present the food potluck style and share with each other. It's great to see the growth that we are experiencing and everyone enjoys sharing food, learning and presenting new dishes that the customers make.

Several of our customers are involved with Special Olympics as athletes in Baker County. Our athletes recently went to state in Newberg for their track and field events. Even though, through the competitions, it was cold and rainy, the athletes competed with their full effort in the events.

We have some customers working at Step Forward doing the tasks of making state plastic bags and ink cartridge refills. Step For-

ward recently bought a candy vendor business and many of the clients go out in the community refilling the machines and doing inventory so they can order product. Step Forward is also expanding product by getting ready to make doggie waste bags. The agency is also in the planning and coordination stages of building a new production building.

Some of the activities we do with our providers and contractors are fishing trips, shopping in La-Grande, Ontario, and Boise, ceramics, painting, aerobic swim, bowling, tours, going to the Pendleton water park, Lehman Hot Springs, exercise programs at YMCA and, camping and picnicking. The customers also put together potlucks for discussion and education groups. Many of them go geocaching with their providers and contractors. With geocaching, the customers are learning how to use maps, compasses and GPS systems.

Many of us are already signed up to go to the Wallowa Lake Uniting Together self advocate retreat in September. It is a lot of fun to get together, visit with our friends from other counties, and the dances and Casino night are always fun. As in the past, there will be activities to choose from like horseback riding, parasailing and boat rentals, riding the tram, and go cart rentals, so we're saving up for

the activities we want to do. We have the afternoons off to visit, play volleyball, basketball, soccer, board games, take nature walks and go shopping in Joseph.

It has been a productive year for us in Baker County and we hope to see you at the annual EOSSB picnic in La-Grande on August 27, 2011.

Malheur County

Wow, what a year for growth and change for Malheur County!



**Amy Eddy,
Personal
Agent in
Malheur
County**

Several customer's have self directed their lives and plans to a new level for them. They have hired new providers and are experiencing new

things that they never have before!

One customer has successfully started his own "hobby" recycling service. He has customers in Nyssa, Cambridge, McCall and several individual customers. He recycles anything from cans, to refrigerators! He has cards, magnets and word of mouth advertising. He created enough extra funds to be able to take his wife and two children on "real" family vacation.

Several customer's are achieving their employment skill building goals and continue to work towards employment in the community. And other's are trying work for the first time in their lives.

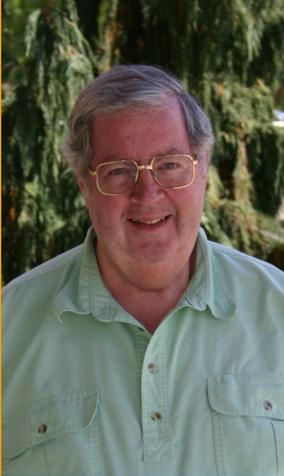
Several customer's are working with VR and have job developers working with them to look for employment in our community.

One customer found a job at a local bakery and is thriving at her job. She has already received a raise and getting new duties! She is a valued employee.

Several customer's volunteer in our communities. They make a big difference improving our communities. Some fold brochures for City Hall and make sure they are placed in local stores. Other's work at the Schools and help keep the grounds clean and safe for the High School Students.

Every individual in EOSSB are valued, cherished and amazing people. My life has changed for the better getting to know and working with my customer's and their families. I look forward to serving each and every one for years to come!





Jim Yuhas,
Accountant

*“We believe that
if people have
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control, they will
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services in a way
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and spend
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Financial Report-July 1, 2010 to June 30, 2011

	FY 10-11	FY 10-11	Deviation	
Revenue	Budget	Actual	from 10-11	FY 11-12
			Budget	Budget
DD 148 Brokerage Operations	1,146,028	1,142,752	-3,276	1,053,724
DD 149 Support Services	3,795,244	4,122,009	326,765	4,143,004
FI Services	14,000	15,700	1,700	14,000
Interest Income	6,000	1,224	-4,776	1,500
United Way			0	
Misc Income	0	1,686	1,686	
Total Revenue	4,961,272	5,283,371	322,099	5,212,228
Expenses				
Payroll Expenses (salaries)	659,510	656,364	-3,146	597,331
Payroll Taxes & Benefits	246,657	245,442	-1,215	244,276
Total Salaries and Expenses	906,167	901,806	-4,361	841,607
Board/Volunteer Support	13,500	11,126	-2,374	13,500
Dues and Subscriptions	3,900	3,918	18	3,000
Insurance	8,000	9,244	1,244	9,700
Miscellaneous	4,500	3,907	-593	5,000
Postage and Delivery	9,000	9,226	226	9,700
Professional Fees	25,000	15,140	-9,860	18,000
Rent	14,300	14,191	-109	14,300
Telephone/Communications	36,000	30,844	-5,156	30,000
Training - Staff	4,200	11,250	7,050	3,000
Travel	77,000	81,013	4,013	77,000
Office Supplies	26,000	19,722	-6,278	20,000
Total Services and Supplies	221,400	209,581	-11,819	203,200
Support to Individuals	3,795,245	4,122,009	326,764	4,143,004
Fiscal Intermediary Expense	9,476	10,119	643	9,449
Flex Fund, transport & other	6,000	4,486	-1,514	2,500
Equipment Purchases	18,460	1,029	-17,431	7,200
Operating Reserves			0	0
Total Other Expenses	3,829,181	4,137,643	308,462	4,162,153
			0	
Total Expenses	4,956,748	5,249,030	292,282	5,206,960
Net (Revenue- Expenses)	4,524	34,341	29,817	5,268

Flex Fund Report

The Medicaid entitlement of Support Service funds meets many needs of the individuals we support. However, many legitimate needs cannot be met through such governmental funding sources. In January of 2003, the Board established a policy and procedure to enable spending of non-governmental funds (such as membership dues, interest earned, United Way funds and private donations) to support customer needs. The operational guidelines for the use of the fund are as follows:

Funding requests are made by Personal Agents.

Requests are granted if the following conditions are met:

- Funds are available and within the budget established

- The funds requested are for services and supports that are not covered by DD 149 (Support Services) or any other available governmental or community service.

- The request fulfills a part of an Individual Service Plan. The request is not in excess of \$300 or the aggregate of funded requests for any individual shall not exceed \$300 per year.

In FY 2010-2011, \$4,486 in Flex Funds and other fundraising were expended on behalf of our customers.

The State of Oregon has changed the manner in which they do business with us, resulting in a substantial reduction in our ability to earn inter-

est off of our accounts. Consequently, the majority of the flex funds expended this year came from prior year reserves. The flex fund will run out of money at the current rate of expenditures. Therefore Flex Funds in the current year and upcoming years will be for emergency expenditures only, to ensure that basic health and safety needs that cannot be met through regular funding are met.

2005-2010 Quality Assurance Plan

The following items are available upon request in the updated 2005-2010 Quality Assurance Plan (the document is approximately 40 pages):

- Strategic Planning/Quality Improvement process
- Statewide Brokerage Benchmarks and EOSSB Baseline
- Quality Improvement Goals and Outcomes
- Compliance Goals
- Strategic Goals

- Customer Satisfaction results including comments on each question.

- Customer Satisfaction results compared across years and with statewide data

Community Partner and Provider Satisfaction results including comments on each question.

The Board of Directors has adopted a new five year Plan for implementation in 2011. This plan is also available upon request.

Customer Satisfaction Report



“The consumer must be empowered or represented to direct the system through planning centered around him or her as an individual.”

All customers receive a satisfaction survey with a stamped, self-addressed envelope on the anniversary of their plan year.

- 51% were filled out by the individual receiving services.
- 45% were filled out by another on behalf of the individual but from the perspective of the individual receiving services.
- 4% were completed by a significant other of the individual receiving services.

168 out of 400 surveys were returned for a return rate of 42%.

1. Do you know all the things that EOSSB services can do for you?

Yes 113 (67%) Not Sure 40 (24%) No 15 (9%)

2. I feel that people in EOSSB who support me, listen to me.

All the time 131 (81%) Sometimes 29 (18%) Not at all 2 (1%)

3. My plan says what I want it to say.

Yes 152 (92%) Not Sure 12 (7%) No 2 (1%)

4. I am happy with the supports and services I get.

Very Happy 144 (86%) They're Okay 19 (11%) Not Happy 4 (2%)

5. The support and services I receive are helping me to get what I want, to reach my goals.

Yes 146 (90%) Not Sure 14 (9%) No 3 (1%)

6. Are there supports and services that you need and don't get?

Yes 41 (26%) Not Sure 37 (24%) No 79 (50%)

7. Do you feel safe?

All the time 141 (86%) Most of the time 21 (13%) Not really 2 (1%)

8. When I want to make changes, People support me.

Personal Agent Yes 138 (91%) No 8 (5%) Sometimes 6 (4%)

Support Staff Yes 113 (89%) No 4 (3%) Sometimes 10 (8%)

Family Yes 125 (89%) No 5 (4%) Sometimes 11 (8%)

Friends Yes 112 (86%) No 9 (7%) Sometimes 9 (7%)

Others Yes 72 (78%) No 8 (9%) Sometimes 12 (13%)



9. I know what to do when I have a disagreement with EOSSB or staff person

Yes 127 (79%) Not sure 27 (17%) No 6 (4%)

10. I feel better about my life because of the supports and services I get from EOSSB.

A lot better 132 (83%) A little better 24 (15%) No better 3 (2%)

11. People in my life support me with reaching my life choices.

Personal Agent Yes 139 (93%) No 5 (3%) Sometimes 6 (4%)

Support Staff Yes 115 (90%) No 4 (3%) Sometimes 9 (7%)

Family Yes 133 (92%) No 2 (1%) Sometimes 9 (6%)

Friends Yes 117 (83%) No 5 (4%) Sometimes 19 (13%)

Others Yes 74 (80%) No 6 (6%) Sometimes 13 (14%)

12. I am happy with my life.

All the time 102 (64%) Most of the time 52 (33%) Not really 6 (3%)

13. Are you satisfied with where you live?

Very Happy 123 (75%) It's Okay 34 (21%) Not Happy 6 (4%)





**Eastern Oregon Support Services
Brokerage**

PO Box 329
Hood River, OR 97031

Phone: 541 387 3600
Fax: 541 387 2999
info@eossb.org

In every county across eastern Oregon, there are people who have been able to fulfill their dreams of living in their own homes, living with their families with the supports they need, and having jobs in the community that meet their needs.

Support services have empowered people to speak up for what they want, plan for the future, and create their own lives.

Inside are some of their stories.

