

2015 Annual Report

JULY 1 2014 TO JUNE 30 2015

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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

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."

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 purchased, 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

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 develop-

mental 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. And while budgetary constraints prevented that from occurring on schedule, over 7800 people are now served by Support Service Brokerages, including 465 in Eastern Oregon Support Services Brokerage.



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 implementa-

tion 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.”

"There is no greater joy than to celebrate the successes of our people."

*Steve Carlson
Board President*



Board President Report

Wow! Another great year since our last annual meeting! We're still fighting the good fight to assure our people receive their well-deserved independence and dignity! Our annual meeting was again filled with fun, food and dancing! I look forward to this event again.

Quality of life has been our mission and staff enjoys the challenge of meeting needs and fulfilling our mission. It is a privilege to be part of an organization that focuses on our people. Our high quality staff emphasizes this person-centered base of support.

There was lots of business to discuss at our board meetings such as service delivery, financial reviews, sheltered workshop issues licensing review and of course the budget. It has been a year of tran-

sition in the way bills, and people, are paid which has caused staff frustration, increased cost of service plans, and a lot of extra work. But! We've made it through due to our dedicated people.

There is no greater joy for us than to celebrate your individual successes and happiness! We look forward to another year of moving forward and focusing on positive client achievement and personal improvement!

Respectfully,

Steve Carlson
EOSSB Board President

Board Members

<u>Name</u>	<u>Representation</u>	<u>Term</u>
Steve Carlson, President	Family Member—Wasco County	2015
Barbara Hawk, Vice Pres	Family Member—Gilliam County	2017
Kathleen Kim, Sec/Treas	Family Member—Wallowa County	2016
Julie Kay Dudley	Family Member—Union County	2016
Mariah Langer	Self Advocate—Hood River County	2015
Josephine Vowell	Family Member—Baker County	2015
Julie Wynn	Self Advocate—Umatilla County	2015
David Russell	Self Advocate—Umatilla County	2017
Charlie Hammett	Self Advocate—Umatilla County	2017
Zee Koza	Service Provider—Union County	2017

Board Activities

September 2014 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.

October, 2014

Staff, customers, and board members shared good things happening in their region since the last meeting. Board members were updated on the USDOJ records subpoena related to the lawsuit regarding sheltered workshops. Board members were also updated on the upcoming licensing review, as well as the multitude of changes in service delivery. Financial

reports were reviewed and a resolution re-authorizing the staff retirement plan was adopted.

March, 2015

Staff, customers, and board members shared good things happening in their region since the last meeting. The fiscal audit for fiscal year 2013-2014 was reviewed and approved after reconciliation with the 2014 annual report. The completed licensing review was discussed. There was no plan of improvement required.

June, 2015

A budget for the next fiscal year, July 2015 through June 30, 2016 was discussed and adopted. The budget was based on state funding from a "workload model" that funds brokerages at 95% of what it would cost for the state to pro-

vide the services. The budget contains three new positions to manage the eXPRS payroll system, as well as increased expenses in rent, utilities, phones and internet to house the additional staff. The implementation of the eXPRS payment system that began in March of 2015 was discussed. Concerns were expressed regarding the substantial increase in the cost of service plans and whether such expenses were sustainable given the state budget. A nominating ballot for the upcoming annual meeting was developed.



Board member
Julie Wynn



Board member
David Russell



Board member
Charlie Hammett

Executive Director Report

"Every day, we should test our actions against these values. And every day, you, our customer and family members should hold us accountable for adhering to these standards."



Bill Uhlman, Executive Director

In the past two years, nearly everything about our service delivery has changed. Small, local and nimble service delivery processes have been replaced by cumbersome state-wide bureaucratic processes. Sometimes we feel like we are drowning in new rules, regulations, and governance. To keep our heads above water, it is good to review the standards of quality that brokerages have historically adhered to. These are the things we stand for and what we believe in. Every day, we should test our actions against these values. And every day, you, our customer and family members should hold us accountable for adhering to these standards.

Access:

- It should be easy to get services
- People know what is offered and how to get it
- People are talked to in the way they understand
- The program knows and works with other agencies in the community

Family relationships:

- Families are important and have a right to be together until they choose not to
- Supports are made of what families and individuals say they like
- The system supports the people an individual thinks of as family
- Families get support to stay together

Creative, flexible, unique supports:

- Supports are creative, flexible, and unique to each individual
- People plan for the future

Community Inclusion:

- The program uses "who people know" and "what people do" to build supports
- Supports create relationships and work opportunities in neighborhoods and hometowns
- The program teaches the community to value people for what they can do

Effective and efficient use of resources

- Supports use the least amount of money for the best service
- The program uses everything available, not just money for support
- The program keeps good records of money, follows rules and follows the plan

Choice and Control:

- Individuals and families make decisions about the supports they receive
- Programs make sure individuals and families have all the information they need to make decisions

Respect and responsiveness:

- Individuals and families are valued partners
- Their goals and dreams are respected
- As things change or as people get older, the program helps change supports to fit
- Programs are guided by how individuals and families feel about services
- Programs, individuals, and families talk about things that might go wrong, what is ok to go wrong, and plan how to keep problems from happening.

EOSSB Staff



Bill Uhlman
Executive Director



Laura Noppenberger
Associate Director



Thea Ranney
Clerical



Loretta Davidson
Clerical



Linda Jones
Office Manager



Eric Fauth
Chief Financial Officer



Annabelle Maartense
Lead Personal Agent
Baker/Malheur



Kristi Avery
Lead Personal Agent
Umatilla County



Alica Sims
Personal Agent
Mid Columbia



Morgan Gilda
Personal Agent
Baker County



Robin Christy
Personal Agent
Harney/Grant



Don Galligan
Personal Agent
Malheur County



Lorien James
Personal Agent
Wallowa County



Kristen Hughes
Personal Agent
Umatilla/Morrow



Michael Swanson
Personal Agent
Umatilla County



Jessica Horton
Personal Agent
Umatilla/Morrow



Nancy Fields
Personal Agent
Union County



Vicki Swyers
Personal Agent
Mid Columbia



Ellie Spangler
Personal Agent
Umatilla/Union



Blanca Sandoval
Personal Agent
Mid-Columbia

Local Stories

Go Cam!

Cameron is a new brokerage member in Union County who joined services just over a year ago. Cam's interest is in making short films and composing musical scores.

He was living with his mom and brother in Union, and spending a lot of time with his computers and cameras in his room.

Since joining the brokerage Cam has moved out into his own apartment and with his skills and the help of his provider has been very successful at living on his own. He is making new friends through local alliance activities and is getting out socially more often. He also has been able to pursue his interests of being a videographer and is making short films which he posts on Facebook. He was a volunteer with the Eastern Oregon Film Festival this spring and made some new connections there as well which he expects to continue each year.



Mika's Story

Hello my name is Mika and last year I joined EOSSB in Baker City, OR. Before I was with the Brokerage if I wasn't at school I spent my free time at Linda W.'s house, who runs a day care in Baker City. She is a really nice lady but I felt like there wasn't much to my life there. Since I joined the brokerage I get to do lots of fun things, and lead an enriched life. Physical and emotional safety is a big deal for me and my family, and with Brokerage supports I am able to live my life independently, feeling safe and secure. I enjoy being involved in my community

and in the arts. With my PSW I take vocal lessons at EOU and Zumba classes at the YMCA. With

my PSW I am able to access my community and surrounding communities, we go to museums, the zoo, and explore other communities on foot or by biking, and we go swimming. With my PSW I have been learning kitchen safety and exploring healthy recipes for my family and church, I am very active in my church and enjoy sharing my creations! I have developed many hobbies and interests since I have had the freedom to live independently; I enjoy cooking and exploring, taking pictures (especially of horses), and singing. With the help of my PSW I have started volunteering at The Rachel Center. The Brokerage has been great for my family and I because I get to live a full and enriched life and my family can know I am safe and happy. The best part is that I get to do fun things with someone I trust to keep me safe and take care of me.



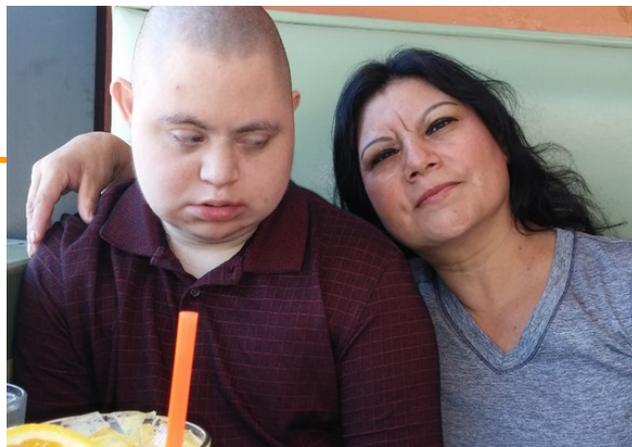
Juan and Marcelina

Hola, my name is Juan, and I would like to share with you how having Brokerage supports has improved not only my life, but my mother's as well. Before joining the Brokerage in 2008 I did not have adequate supports at home. My mother worked long hours for a local fruit packing company which did not allow her to provide me with the care and attention I needed; and this was devastating for her. Shortly after graduating from Hood River High School my mother noticed a regression in my abilities

to perform ADL/IADL's I had learned throughout my years in school; my health also began to deteriorate. My mother was forced to leave her job after 27 years to care for me; putting my family in a difficult financial situation. Having Brokerage supports allowed my mother to become an able and capable personal support worker. Having her undivided attention, love and care has been great! She has learned many new things about my disability that enable her to better support me. I am now

also able to enjoy my community and the beautiful nature trails Oregon has to offer with much more frequency. Having Brokerage supports has brought great joy to our lives, and has bonded my family closer. Without Brokerage services and my mother's love and patience I would not live such a healthy, fulfilling life. From the bottom of our hearts we thank you.

Juan and Marcelina



Juan y Marcelina

Hola, mi nombre es Juan Guzmán y me gustaría compartir con ustedes cómo el tener apoyo del Brokerage a mejorado no sólo mi vida sin también la de mi mama. Antes de ingresar al Brokerage en 2008 no tenía apoyos adecuados; mi mama trabajaba largas horas en un empaque de fruta local, esto no le permitía cuidar de mí. Esto fue devastador para mi mama. Poco después de graduarme de la Escuela Secundaria de Hood River mi mama se dio cuenta de una regresión en mis habilidades para cumplir mis ADL/

IADL's de lo que había aprendido a lo largo de mis años en la escuela; en este momento mi salud también comenzó a deteriorarse. Mi mama se vio obligada a dejar su trabajo después de 27 años para cuidar de mí; esto puso a mi familia en una situación financiera difícil. Tener apoyo del Brokerage le dio a mi mama la oportunidad de convertirse en mi trabajadora de apoyo personal. Tener su atención indivisa, el amor y el cuidado ella ha sido capaz de aprender muchas cosas nuevas sobre mi discapacidad para apoyarme

mejor. Ahora también soy capaz de disfrutar de mi comunidad y de la hermosa naturaleza que Oregon ofrece. Tener apoyo del Brokerage ha traído gran alegría a nuestras vidas. Sin servicios del Brokerage y el amor y la paciencia de mi mama no viviria una vida saludable, satisfactoria. Gracias desde el fondo de nuestros corazones

Juan y Marcelina.

Finding Jobs in eastern Oregon



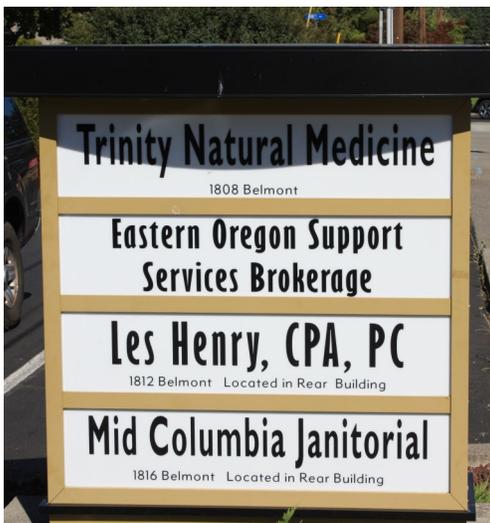
In Umatilla/Morrow County, we have had our struggles with finding good integrated employment options for individuals of all ages. But things are changing! With the Employment First Initiative going strong, agencies are working together for success.

Dustin is one individual that has quite an employment success story. Although he graduated from high school several years ago, he has been looking for a job that matched his skills and interests ever since. He worked

in a sheltered workshop, in order to supplement his income and keep active. His personal agent assisted him to apply for Vocational Rehabilitation services. Things moved slowly at first, but Dustin was persistent and it paid off. There was a job opening at Walla Walla General Hospital in the Cafeteria, which is run by Sudexo. Dustin applied for the job, interviewed and passed several tests in order to be hired for the position. His VR Counselor did a great job of

coordinating with Dustin and his employer to make sure that everything got completed. She also arranged for job coaching, which was used briefly during his first few weeks on the job. Today, Dustin is one of the best employees in his position in the cafeteria. He is a valued member of the team. His attention to detail is an asset there. He is earning above minimum wage and works four days per week.

EOSSB has moved!



After 13 years in the same office, EOSSB has moved. Our original office staff of three people has doubled to six, with another person on the way who's role will be to make sense out of and organize the new centralized bureaucracy we are charged with

handling. There just wasn't enough room in our original office. While our phone numbers and mailing address remain the same, our new physical address is:

1810 Belmont Avenue
Hood River, OR
97031

Stop by and see us!



Services and Supports

	Mar 1 2002	June 30 2003	June 30 2004	June 30 2005	June 30 2006	June 30 2007	June 30 2008	June 30 2009	June 30 2010	June 30 2011	Jun 30 2012	June 30 2013	June 30 2014	June 30 2015
Baker	11	12	23	28	28	30	35	41	45	48	40	40	41	41
Grant	3	5	6	6	5	5	5	6	10	13	13	15	12	11
Harney	1	9	11	12	11	11	12	11	12	13	15	14	16	15
Malheur	17	18	26	32	32	35	40	47	52	54	49	47	47	47
Morrow/ Wheeler	6	8	9	11	12	15	14	20	22	24	18	20	17	18
Umatilla	10	31	55	62	63	76	87	102	114	118	112	118	142	143
Union	3	13	21	24	25	31	28	40	41	47	49	50	55	54
Wallowa	2	3	7	11	10	9	10	10	12	14	13	11	11	10
Mid Co- lumbia	9	31	60	68	73	86	91	110	116	125	115	117	122	122
Total	62	130	218	254	259	298	322	388	424	456	424	432	463	462

EOSSB has a contracted capacity of 465 individuals. Throughout the year, our actual census typically fluctuates within a few people of that capacity. We are able to accept most referrals without delay. With the implementation of the k-plan, service funding is now based on a needs assessment instead of a fixed funding cap. Many individuals who once sought comprehensive services are now able to receive the supports they need in their own home or in their family home.

During the course of the last two fiscal years, Brokerages have been required to change how supports are planned, funded and delivered. There is now a one size-fits all Individual Support Plan (ISP). It gets translated to an electronic payment authorization called a Plan of Care (POC). Then provider agencies, personal support workers, and other vendors submit claims against it, once they have undergone a rigorous credentialing process. It now

can take a month or more from start to finish to begin paying new providers. And while personal support workers are now able to directly submit claims against the POC in the eXPRS payment system, many have found it difficult to do so, or do not have access to personal computers in order to log onto the eXPRS system. Consequently, EOSSB has had to hire additional clerical staff to input provider timesheets (called Services Delivered reports) in a process that is now twice per month instead of the once per month payroll previously utilized. The implementation of this new system (including the utilization of a state-wide fiscal intermediary service called TNT) has been plagued with problems that have resulted in many Personal Support Work-

ers encountering significant payment delays. As we have all adapted to this new system, the frequency of payment problems, credentialing delays and other errors has gradually gone down. Customers and their families are adapting to the new normal of a cumbersome and slow state-wide bureaucratic system instead of the local and nimble service delivery system of the past. While there are many federal and state regulatory reasons for these changes, it is difficult to see that the added bureaucracy has added any value to the lives of the people we support.



Financial Report-July 1, 2014 to June 30, 2015

Financial Report (audit pending)

Fiscal Year: July 1, 2014 to June 30, 2015

"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."

	FY 14-15	FY 14-15	Deviation	FY 15-16
<u>Revenue</u>	<u>Budget</u>	<u>Actual</u>	<u>from 14-15</u>	<u>Budget</u>
DD 148 Brokerage Operations	1,358,634	1,358,719	85	1,504,347
DD 149 Support Services	759,576	372,691	(386,885)	0
FI Services	0	35	35	0
Interest Income	668	865	197	700
Misc Income	1,390	1,680	290	1,390
Total Revenue	2,120,268	1,733,990	(386,278)	1,506,437
<u>Expenses</u>				
Payroll Expenses (salaries)	759,111	755,571	(3,540)	849,208
Payroll Taxes & Benefits	320,073	315,888	(4,185)	356,559
Total Salaries and Expenses	1,079,184	1,071,459	(7,725)	1,205,767
Board/Volunteer Support	15,500	10,611	(4,889)	15,500
Dues and Subscriptions	6,500	7,028	528	8,000
Depreciation (equipment)	15,000	5,142	(9,858)	4,000
Insurance	10,000	10,192	192	11,000
Miscellaneous	5,000	5,874	874	6,000
Postage and Delivery	9,000	7,977	(1,023)	9,000
Professional Fees	21,500	40,728	19,228	40,000
Rent	15,000	15,837	837	35,000
Telephone/Communications	32,000	30,713	(1,287)	40,000
Training - Staff	7,500	4,322	(3,178)	7,500
Travel	77,000	89,419	12,419	90,000
Office Supplies	22,000	25,427	3,427	30,000
Total Services and Supplies	236,000	253,270	17,270	296,000
Support to Individuals	759,576	372,691	(386,885)	0
Fiscal Intermediary Expense	0	0	0	0
Flex Fund, transport & other	4,000	4,511	511	2,090
Total Other Expenses	763,576	377,202	(386,374)	2,090
Total Expenses	2,078,760	1,701,931	(376,829)	1,503,857
<u>Net (Revenue- Expenses)</u>	41,508	32,059	(9,449)	2,580

Customer Satisfaction Report



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

- 44% were filled out by the individual receiving services.
- 52% 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 405 surveys were returned for a return rate of 41%.

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

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

Yes 122 (74%) Not Sure 35 (21%) No 7 (4%)

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

All the time 140 (85%) Sometimes 23 (14%) Not at all 2 (1%)

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

Yes 152 (94%) Not Sure 7 (4%) No 3 (2%)

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

Very Happy 146 (88%) They're Okay 19 (11%) Not Happy 1 (1%)

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

Yes 158 (94%) Not Sure 6 (4%) No 4 (2%)

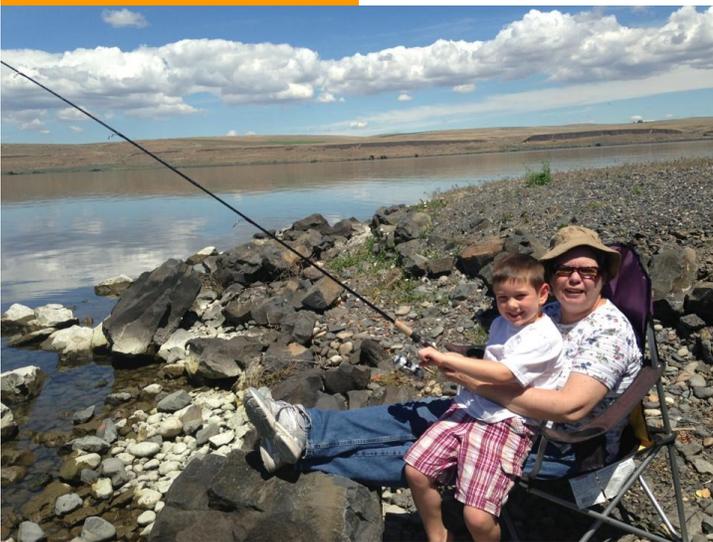
6. Are there supports and services that you need and don't get?

Yes 27 (17%) Not Sure 27 (17%) No 104 (66%)

7. Do you feel safe?

All the time 145 (87%) Most of the time 20 (12%)

Not really 1 (3%)



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

Personal Agent	Yes 142 (91%)	No 7 (5%)	Sometimes 7 (5%)
Support Staff	Yes 124 (93%)	No 8 (6%)	Sometimes 2 (1%)
Family	Yes 124 (87%)	No 10 (7%)	Sometimes 9 (6%)
Friends	Yes 118 (87%)	No 8 (6%)	Sometimes 9 (7%)
Others	Yes 83 (82%)	No 8 (8%)	Sometimes 10 (10%)

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

Yes 137 (87%) Not sure 17 (10%) No 4 (3%)

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

A lot better 134 (83%) A little better 22 (14%) No better 5 (3%)

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

Personal Agent	Yes 146 (93%)	No 4 (3%)	Sometimes 7 (4%)
Support Staff	Yes 128 (93%)	No 3 (2%)	Sometimes 6 (4%)
Family	Yes 125 (87%)	No 6 (4%)	Sometimes 13 (9%)
Friends	Yes 118 (87%)	No 4 (3%)	Sometimes 13 (10%)
Others	Yes 77 (80%)	No 6 (6%)	Sometimes 13 (14%)

12. I am happy with my life.

All the time 105 (65%) Most of the time 51 (31%) Not really 6 (4%)

13. Are you satisfied with where you live?

Very Happy 136 (83%) It's Okay 21 (13%) Not Happy 7 (4%)



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.

Several years ago, the State of Oregon changed the manner in which they do business with Support Service Brokerages, resulting in a substantial reduction in our ability to earn interest off of our accounts. Consequently, the majority of the flex funds expended this

year came from prior year reserves. The flex fund will eventually run out of money at the current rate of expenditures. Therefore Flex Funds in the current year and upcoming years are generally restricted to emergency expenditures only, to ensure that basic health and safety needs that cannot be met through regular funding are met.

In FY 2014-2015, \$2,005 in Flex Funds were expended on behalf of our customers. Approximately \$8,800 remains.

Additionally \$2,162 was spent from local fundraising for special local projects.

2011-2015 Quality Assurance Plan

The 2011-2015 Quality Assurance Plan is available upon request (the document is approximately 40 pages). It evaluates seven key result areas and describes corrective actions when benchmark levels are not met.

Key Result Area #1: Customer Planning is person centered and based on the principles of self determination

Key Result Area #2: Services provided have clear outcomes, meeting customer needs, protecting

health and safety, and adhering to cost effective criteria

Key Result Area #3: Targeted Case Management activities accurately reflect activities of Assessment, Care Planning, Referral and linking, Monitoring and Followup, and Direct Service Delivery

Key Result Area #4: Providers and Staff will be well qualified to provide services

Key Result Area #5: Services will result in a high level of customer satisfaction

Key Result Area #6: Self Advocates and family members will be in leadership roles in both local alliances and board of directors

Key Result Area #7: EOSSB will be a great community partner.



**Eastern Oregon Support
Services Brokerage**

PO Box 329
Hood River, OR 97031

Phone: 541 387 3600
Fax: 541 387 2999

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.

