

# 2012 Annual Report

JULY 1 2011 TO JUNE 30 2012



## INSIDE THIS ISSUE:

Values	2
History	3
Board Report	4
Services and Support	7
Local Stories	8
Financial Report	13
Customer Satisfaction	15

## 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.*



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

*“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.



# 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.

## 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 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.”**

# Board Report



*“We dare to dream and work like heck to make those dreams come true.”*  
Zee Koza, Board President

Everyone wants to be with the IN crowd. At EOSSB, that is exactly what we are!

We INnovate.

We INspire.

We INclude.

The Eastern Oregon Support Service Brokerage leads the charge to not just find employment but empowerment. We dare to dream and to work like heck to make those dreams come true. Dreams and hard work achieve powerful results. We see consumers living impressive and meaningful lives.

We magnify our impact in our communities by working in partnership with many families, local businesses, employers and service providers. We are the full meal deal.

We have a top-flight staff, led by Executive Director, Bill Uhlman, who use their considerable skills and imaginations to help our consumers.

Each success highlights the need to do more. We see a future filled with imagination and tenacity that will ignite the CAN-DO spirit of EOSSB. Congratulations on another fantastic year!

Respectfully,

Zee Koza  
EOSSB Board President



President Zee Koza, along with 10-year veteran board members Kathy Kim, Steve Carlson and Charlie Hammett

# Board Activities

## August 2011 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, 2011

The Board adopted a budget revision based on final revenue projections for the fiscal year July 1, 2011 to June 30, 2012 which includes the elimination of services to individuals who do not qualify for federal Medicaid funding. The

SPD field review that occurred in July of 2011 and proposed corrective actions were reviewed and approved. A new five year quality assurance plan (2011 through 2015) was adopted. The 2011 Annual meeting costs were compared with previous years along with suggestions for the upcoming annual meeting in 2012.

## March, 2012

Staff, customers, and board members shared good things happening in their region since the last meeting. Employment First strategies were discussed, along with the implementation of HB 3618 and the potential formation of a union for personal support workers. The fiscal audit for fiscal year 2010-2011 was reviewed and

approved. The nominating process for the upcoming year was begun, and the financial report was accepted, highlighting the fiscal health of the organization in light of the budget reductions that occurred this year.

## June, 2012

A budget for the next fiscal year, July 2012 through June 30, 2013 was discussed and adopted. A nominating ballot for the upcoming annual meeting was developed. A proposal to become a vendor for vocational rehabilitation services was discussed and tentatively approved. Statewide developments such as Employment First, an expanded supports model, and HB 3618 were discussed.

# Board Members

<u>Name</u>	<u>Representation</u>	<u>Term</u>
Zee Koza, President	Service Provider—Union County	2014
Barbara Hawk, Vice Pres	Family Member—Gilliam County	2014
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—Wasco County	2012
Julie Wynn	Self Advocate—Umatilla County	2012
Sandy Sheehy	Community Partner—Union County	2013
Denise Walters	Family Member—Wallowa County	2013
Karla Colson	Family Member—Grant County	2013
David Russell	Self Advocate—Umatilla County	2014
Ronald Morton	Self Advocate—Baker County	2014
Charlie Hammett	Self Advocate—Umatilla County	2014
Elizabeth Pollick	Family Member—Umatilla County	2014



**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  
 Julie Saldivar, Quality Assurance

## Personal Agents

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

## Personal Agents

Annabelle Hirsch, Lead Personal Agent, Baker and Harney Counties  
 Robin Christy, Harney, Grant and Wheeler 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 and Baker Counties

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

## Executive Director Report

After more than ten years of watching people fulfill their dreams and explore self determined lives, I never tire of the new success stories that Personal Agents, families and customers have to tell. Starting on page 8 you will find the fulfillment of many dreams.

Chuck is proud to live on his own at age 75 after many years of depending on someone else to take care of him.

Susan has her own apartment and is no longer living on the street or on the couches of friends and acquaintances.

Debbie has emerged from her shell and is using Vocational Rehabilitation to explore the possibility of a job for the first time in her life.



**Bill Uhlman,**  
Executive Director

Rachelle has utilized Vocational rehabilitation to find a job and has enough natural job supports to require only minimal support if problems occur or new job duties emerge.

John has conquered depression and is in charge of his own life.

Roberto has a paid personal support worker who assists him to maintain his employment at Wal-

mart and is planning on marrying his long time girlfriend. He knew he needed to be employed in order to support her and now wedding plans are possible.

Sally is 75 and resists the pressure to move to an assisted living facility, instead using support services to help her maintain her own apartment, shop, stay healthy, manage her medications, do crafts and go bowling.

And finally, Miles has moved into his own apartment and has gotten to go and do things he has never done before.

How do all these great stories come about? It is by our Personal Agents, support workers, and families recognizing that our customers have the power to make decisions and truly control their lives. It is by maintaining an attitude that nothing is impossible. That "No" as an answer is replaced with "How can this be done?" It is by recognizing that our role is to work for the individual and not for the system.

What is your story? What dreams did you fulfill this year?

# 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 2010	June 30 2011	June 30 2012
				2005							
Baker	11	12	23	28	28	30	35	41	45	48	40
Grant	3	5	6	6	5	5	5	6	10	13	13
Harney	1	9	11	12	11	11	12	11	12	13	15
Malheur	17	18	26	32	32	35	40	47	52	54	49
Morrow/Wheeler	6	8	9	11	12	15	14	20	22	24	17
Umatilla	10	31	55	62	63	76	87	102	114	118	112
Union	3	13	21	24	25	31	28	40	41	47	48
Wallowa	2	3	7	11	10	9	10	10	12	14	13
Mid Columbia	9	31	60	68	73	86	91	110	116	125	113
<b>Total</b>	<b>62</b>	<b>130</b>	<b>218</b>	<b>254</b>	<b>259</b>	<b>298</b>	<b>322</b>	<b>388</b>	<b>424</b>	<b>456</b>	<b>420</b>

On July 1, 2011, EOSSB began the fiscal year with a contracted capacity of 460 people and an actual capacity of 456. The enrollment process slowed at the beginning of the fiscal year because potential customers had to be determined to be eligible for the support services waiver prior to entry. Then on Sept 30, as a result of legislative funding reductions, all individuals currently in service who were not Medicaid waiver eligible were eliminated from Support Services. There were 34 people who could not be determined to be waiver eligible and exited service, dropping our caseload to 422. Our contracted capacity (and budget) was reduced Oct 1, 2011 to 430, giving us a growth capacity of 8 individuals. At year end, EOSSB was below this new capacity due to delays fulfilling the new requirement that entry into service requires a Medicaid waiver.

In addition to the 10% reduction in revenue that occurred in the previous fiscal year, the elimination of services to individuals ineligible for Medicaid resulted in an additional 10% reduction in supports and services in the current fiscal year.

A total of \$4,249,828 was spent in support services for the fiscal year July 1, 2011 to June 30, 2012. The average monthly spending per customer plan was \$843.21

85% 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.

10% of funds were spent on non-medical transportation.

4% of funds were spent on respite care.

1% of funds were spent on Sup-

ported 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.



2007 Annual Picnic

# Local Stories

## In the Mid Columbia...



*Mid Columbia  
Personal Agents  
Alica Sims  
Vicki Swyers  
and  
Heather Castro*

### **Never say Never...**

Chuck is seventy two and hadn't lived independently for more years than he could remember. For awhile he was fortunate to have natural supports and then moved into a room and board situation using community inclusion and transportation brokerage funds to get out of the house a few times a week. He took life one day at a time with a ho-hum attitude leaving decisions to be made by others, depending on someone else to take care of him and make things happen. The bad news is the boarding house closed and he had to move from the place he considered home and the person that took care of most of his daily needs.

For Chuck it all seemed a bit overwhelming, finding a

place to live, hiring providers, setting up a new re-payee, simply thinking about how it would all be accomplished as well as how he would manage his needs once he was on his own. Well it took some time and a lot of teamwork but the good news is he is doing wonderfully and enjoying his independence. Chuck is actively managing his life and support needs by developing community living skills, making his own choices, integrating into the community, making friends, establishing relationships and looking forward to the future. The last time I met with him and expressed that he should feel proud of himself he smiled and said "I guess you can teach an old dog new tricks".



### **Susan is proud to say "This is my home"**

My life before Brokerage services consisted of living on the streets or with other people. I had never lived by myself or in a home that I could say "this is my home". For the past few years I had been living with someone else, in their home and with their house rules. I didn't want much assistance at that time and was reluctant to hire an employee. Due to personal circumstances, I needed to make a choice, I was faced with going back to living on the street, sleeping under the bridge or to find a place that I could call my own. With Brokerage Support Service assistance, and other agencies collaboration, they were able to find resources to assist with getting me into my own home. I now have assistance from a few employees to support me with my medical needs, learning to care for my home, paying my bills, transportation, shopping and preparing healthy meals. I like having my own place, I have my own house rules, I come and go as I want, and it's nice to say "this is my home".

# And in Baker County.....

## Debbie's success story



Debbie is a new customer to EOSSB as of November 1, 2011. When Debbie, her grandmother, Francis and I discussed her goals, what Debbie wanted from brokerage, it was evident Debbie

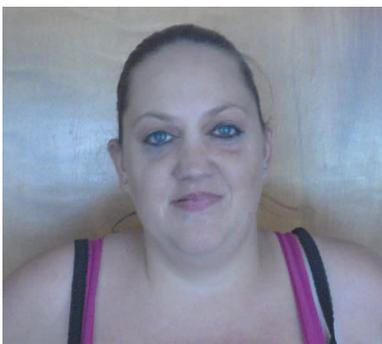
wanted to increase her independent living skills and needed inclusion supports. Debbie said, "I'd like to have friends." Debbie went to the Uniting Together retreat this September. Debbie and I reviewed her goals and Debbie said, "I have my own friends, I love the activities I do with them and my providers. I love the ceramics, sewing and embroidery projects I do. I really look forward to my activities, working with my friends and providers. I am not as shy as I used to be. I feel really good about my life." I then asked Debbie if she thought she was ready to work with Vocational Rehabilitation services. Debbie said, "I like young children, I like older folks and I would be willing to work anywhere!" We discussed different types of work

and Debbie said, "I especially love animals too." Debbie always discusses things with her grandmother. I asked Debbie if I could follow up with Francis and Debbie said yes. When I talked to Francis, she said she and Debbie had talked about work and they both feel that signing up with VR is a positive step for Debbie. Francis said, "I am so impressed with the progress Debbie is making. She is much more independent. Her ceramics and embroidery are beautiful. She has friends and feels included in her community." Debbie is so excited to have these supports and the opportunity to become employed. Debbie and Francis both said, "Brokerage is a life saver."

**Annabelle Hirsch**  
Lead Personal Agent Malheur and Baker Counties



## A Job at Last...



Rachelle is a young lady who lives on her own in Baker County, She receives community inclusion supports so that she can stay connected to her community and friends. Rachelle's main goal for the

past 2 years has been to find employment in her small community. Rachelle connected with VRD in Oct 2010 and was "in plan" by April 2011. After lots of meetings with VRD to determine what type of job Rachelle wanted and would be successful at, she is finally working.

Rachelle started working the first part of August cleaning rooms for a hotel in Baker City. At this time she is on call with the promise from the hotel that she will have a set schedule of 15 hours per week. Rachelle is making minimum wage and is doing very well with her job. She states that she loves her job and the people she is

working with, she is able to make the beds and clean the bathroom very fast and be out of the room when she is suppose too. VRD has not closed her file and continues to provide short term supports at this time. Rachelle is doing so well with her job that she may not need long term supports; she would utilize natural supports from her supervisor and co-workers and utilize brokerage supports only if there is any problems or she needs training for any new job duties.

**Nancy Fields**  
Personal Agent Union and Baker Counties



# In Umatilla and Morrow Counties

## *It 's SWEET!*

When I met John, he was struggling with severe depression and refusing mental health services. Living alone, his apartment was often very dirty and he repeatedly received written violations from his landlord. John suffered from frequent migraines and refused to see a doctor. He slept most of the day and had no desire to bathe, with little concern for his appearance. John talked about hating life, because he had no control over it. He said that he wanted to manage his money on his own, instead of having a representative payee. John has always loved cars and talked about buying a car of his own, except he doesn't have a license to drive and his current payee doesn't think he needs to save money for a car. John admitted that he was lonely and desired meaningful relationships.

voiced his desire to be in charge of his own finances, without a representative payee. With assistance from EOSSB and paid support of a personal support worker, John was able to come up with his own plan around achieving this goal. After a long hard road John is his own payee and finally feels like he is in control! He pays his bills on his own and is saving money to buy a car. He studied hard and earned his learner's permit so he can practice driving. He knows that he will have his license one day, because he has realized that goals are reachable. With every accomplishment, John says "making progress" and "another step forward". Everything about John seems to have transformed. He initiates his own health care and even informed his support worker recently that he made himself an appointment with the doctor. His home is kept tidy and he lets his worker know when he needs to purchase more cleaning supplies. His personal appearance and hygiene are now important to John, as he is involved with friends again! He is regularly out and about with friends he has made, and old friends he once lost contact with. Most importantly, John has overcome his symptoms of depression without professional intervention, just by gaining control over the aspects of his life that matter most to him. When visiting with John re-

cently, he was asked how it feels to be in charge of his own life, he smiled and said, "It's SWEET!!"

## *Wedding Plans...*

Roberto has wanted a job since I met him in 2010. With assistance from EOSSB, and successful collaboration with OVRs, Roberto has now been employed with Walmart for 3 months! He has a paid personal support worker who helps him maintain this employment by giving him rides



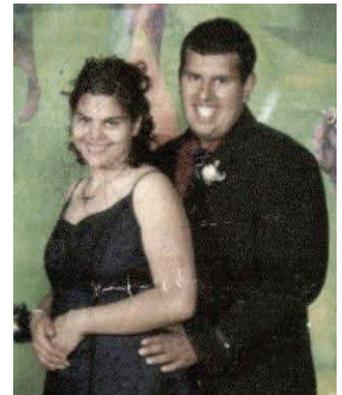
Tina Crowell  
Personal Agent

*With every accomplishment, John says "making progress" and "another step forward".*

Rose Berg  
Personal Agent



The John I know today is a completely different person! John has learned to be a strong self-advocate. He



to and from work, and help as needed with scheduling. Roberto has been planning on marrying his long-time girlfriend for a long time, but always wanted to get a job first so he can support her. Now that Roberto earns a paycheck, the wedding plans are possible!

***I am not ready to move there yet!!!***

Some people have asked me if I would like to move into an assisted living facility. My answer to that is "I am not ready for that yet." I enjoy my home, neighbors, community, friends, independence and choice.

There were times in my life when I did not have a lot of say in what was going on.

When I was a young child, my little sister passed away. Later, I was burned in a fire, over 90% of my body. I was taken to the old Dornbecker's hospital in Portland, where I had a cast on my body for almost a year. I did recover and I still have many scars left today.

I lived with my mother and then my father until I was seven. Then I lived with my "foster grandmother" who was very special to me. I have good memories of that part of my childhood. We picked berries in the summer months and raised animals to make money.

My foster grandmother wanted me to go to school, so I moved again and started school when I was eight and I liked school and the ladies that I lived with. Later, I had to move and I was taken to Fairview. I was sixteen and I lived there for fifteen years. There are many things about that place that I will never forget. I remember the medications that were given to me and everyone else there. I was young and able to work, so I worked many hours stripping beds, washing laundry, cleaning and caring for other people that lived there. I was never paid for my work.

Then one day I was told I could leave to go to work. I had to take my medications. I

worked in nursing homes. I was later moved to a group home. I worked and bought myself a bike and taught myself to ride it. Then I came to Eastern Oregon from the group home. I stayed with a church friend. I worked at a motel cleaning rooms. That is when I met my husband. We lived in a small trailer house for many years, until he passed away.

I moved into an apartment and lived there until I moved into my current apartment. I live in small, rural town in a HUD housing complex that was new when I moved in. My neighborhood is safe and very quiet. I have friends here, that I have known for many years. My church is very important to me too and I attend every Saturday morning. I love to do crafts and go bowling. I play bingo every Friday. My life is full of activity and I enjoy it.

I have received supports from EOSSB since 2002. I have had providers over the years and I have become very close to most of them. Some of them have become my "family." I have help to keep my house clean, do shopping, monitor my health and nutrition and manage my medications. I receive help from other agencies when I need it.

I recently celebrated my 75<sup>th</sup> birthday. I have been asked if I would like to move into an assisted living facility and my response to that is, "I am not ready to move there yet."

*Sally*

Sally gets her face painted at the 2010 Annual Picnic



Kristi Avery  
Lead  
Personal Agent



Kristen Hughes  
Personal Agent



# Harney and Grant Counties



**Robin Christy**  
Personal  
Agent  
Harney and  
Grant  
Counties

## **Miles Story**

Two years ago Miles was living in an Adult Foster care home. Prior to that, he lived with his family. Until just over a year ago, he had never lived alone. (Miles is 56 years young.) All of that changed when he was able to move in to his own apartment, and get into the Brokerage where he then hired a personal support worker who has taught him so many things. He can now do his

own laundry and his own dishes. He can make meals when he wants to. This past year, his support worker took him to a big city where he was on a freeway for the first time in his life. There were so many lanes, "That thing was like a roller coaster!" (Miles still grins and gets excited remembering that huge freeway.) He has gotten to go and do things that he has never done before, and it's all

because of his personal support worker. He is independent in his own apartment and really loves doing things by himself also. he enjoys his freedom and independence and the choice to go and do things that he wants. "I even got to go and see the painted hills and fossil beds in John Day. That was really cool too!"

# Malheur County

## **Success has been the experience of individuals in Malheur County.**

With self-determination, hard work, never giving up and support from family, friends, providers and community partners there are many success stories here.

David, Jessica and Tara are employed at community based business. With the collaboration of VR, WITCO and YTP dream jobs have been acquired. David washes dishes at Dairy Queen, Jessica assist during meal time at Dorian Place, an assisted living facility and Tara works at the Vale nursing home as well as at the ESD office. They join a long list of individuals that already work in the community, Starla

(who recently won the caregiver award of the year!), Daniel, Frankie, Cindy, Carey, Carla, Bill, Mae, and the following individuals provide essential volunteer services that contribute to making our home towns a better place to live, William and Robyn, Josh and Jon, Chris, Alex and Joni. Richard has also created his recycling hobby into a valuable community service.

Of course there have been plenty more success stories and we will share those in the future! Looking forward to another successful year!

**Amy Eddy**  
Personal  
Agent in  
Malheur  
County



## Financial Report-July 1, 2011 to June 30, 2012



Jim Yuhas,  
Accountant

*“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.”*

	<b>FY 11-12 Budget</b>	<b>FY 11-12 Actual</b>	<b>Deviation from 11-12 Budget</b>	<b>FY 12-13 Budget</b>
<b>Revenue</b>				
DD 148 Brokerage Operations	1,082,857	1,082,857	0	1,057,716
DD 149 Support Services	3,797,750	4,249,828	452,078	4,143,004
FI Services	14,000	13,310	-690	13,000
Interest Income	1,500	862	-638	1,100
United Way			0	
Misc Income	0	962	962	
<b>Total Revenue</b>	<b>4,896,107</b>	<b>5,347,819</b>	<b>451,712</b>	<b>5,214,820</b>
<b>Expenses</b>				
Payroll Expenses (salaries)	609,824	622,623	12,799	608,745
Payroll Taxes & Benefits	248,284	243,312	-4,972	246,787
<b>Total Salaries and Expenses</b>	<b>858,108</b>	<b>865,935</b>	<b>7,827</b>	<b>855,532</b>
Board/Volunteer Support	13,500	13,653	153	15,500
Dues and Subscriptions	4,000	2,657	-1,343	3,000
Insurance	9,700	8,641	-1,059	9,600
Miscellaneous	5,000	3,219	-1,781	4,500
Postage and Delivery	9,700	8,548	-1,152	9,000
Professional Fees	19,000	18,624	-376	21,500
Rent	15,600	14,236	-1,364	14,500
Telephone/Communications	32,000	28,180	-3,820	30,000
Training - Staff	5,000	890	-4,110	1,500
Travel	82,000	77,043	-4,957	77,000
Office Supplies	22,000	16,589	-5,411	16,000
<b>Total Services and Supplies</b>	<b>217,500</b>	<b>192,280</b>	<b>-25,220</b>	<b>202,100</b>
Support to Individuals	3,797,750	4,249,828	452,078	4,143,004
Fiscal Intermediary Expense	9,450	11,618	2,168	10,591
Flex Fund, transport & other	2,500	3,952	1,452	3,500
Equipment Purchases	7,200	3,993	-3,207	
Operating Reserves			0	0
<b>Total Other Expenses</b>	<b>3,816,900</b>	<b>4,269,391</b>	<b>452,491</b>	<b>4,157,095</b>
<b>Total Expenses</b>	<b>4,892,508</b>	<b>5,327,606</b>	<b>435,098</b>	<b>5,214,727</b>
<b>Net (Revenue- Expenses)</b>	<b>3,599</b>	<b>20,213</b>	<b>16,614</b>	<b>93</b>

# 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, \$3,952 in Flex Funds and other fundraising were expended on behalf of our customers.

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 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.

## 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.**

# Customer Satisfaction Report

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

- 41% were filled out by the individual receiving services.
- 57% were filled out by another on behalf of the individual but from the perspective of the individual receiving services.
- 2% were completed by a significant other of the individual receiving services.

143 out of 398 surveys were returned for a return rate of 36%.

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

Yes 99 (70%) Not Sure 30 (21%) No 12 (9%)

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

All the time 113 (81%) Sometimes 23 (16%) Not at all 4 (3%)

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

Yes 125 (97%) Not Sure 0 (0%) No 4 (3%)

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

Very Happy 125 (89%) They're Okay 13 (9%) Not Happy 2 (1%)

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

Yes 126 (90%) Not Sure 11 (8%) No 3 (2%)

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

Yes 37 (28%) Not Sure 20 (15%) No 73 (56%)

7. Do you feel safe?

All the time 116 (86%) Most of the time 15 (11%) Not really 4 (3%)

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

Personal Agent	Yes 109 (89%)	No 8 (7%)	Sometimes 5 (4%)
Support Staff	Yes 91 (87%)	No 9 (9%)	Sometimes 5 (5%)
Family	Yes 97 (84%)	No 9 (8%)	Sometimes 9 (8%)
Friends	Yes 90 (84%)	No 11 (10%)	Sometimes 6 (6%)
Others	Yes 54 (73%)	No 9 (12%)	Sometimes 11 (15%)



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



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

Yes 106 (80%) Not sure 19 (15%) No 7 (5%)

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

A lot better 106 (83%) A little better 18 (14%) No better 4 (3%)

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

Personal Agent Yes 109 (90%) No 9 (7%) Sometimes 3 (2%)

Support Staff Yes 96 (91%) No 6 (6%) Sometimes 3 (3%)

Family Yes 101 (88%) No 10 (9%) Sometimes 4 (3%)

Friends Yes 80 (81%) No 11 (11%) Sometimes 8 (8%)

Others Yes 54 (72%) No 11 (15%) Sometimes 10 (13%)

12. I am happy with my life.

All the time 87 (65%) Most of the time 43 (32%) Not really 4 (3%)

13. Are you satisfied with where you live?

Very Happy 106 (77%) It's Okay 25 (18%) Not Happy 6 (4%)





**Eastern Oregon Support Services  
Brokerage**

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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.

