

2016 Annual Report

JULY 1 2015 TO JUNE 30 2016

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.

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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 472 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.”

Board President Report

It seems like just yesterday we were celebrating at our last annual meeting, conducting business, then dancing, laughing, playing games and dining! Time passes so quickly! A lot has happened since then, and I love to hear about your successes at our board meetings. The first thing we do at our board meetings is to have Board Members and staff reports on the successes in the field and their own lives.

As far as I can tell, our organization functions better than most others. This comes from the dedication of our members, staff and leadership. It is such a privilege to be part of such a person-centered group where our people are the focus of how we function. It feels like we're just one big family working on getting it done and making life as good as possible. Sure, we have challenges, but together, we face up to them and move on. A great example was moving into our larger, and better facility. It was seamless. Sometime's it's like climbing a snow covered mountain where you and your team, take one step at a time and keep each other from slipping back. Eventually, we all reach the top.

Board Members

<u>Name</u>	<u>Representation</u>	<u>Term</u>
Steve Carlson, President	Family Member—Wasco County	2018
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
David Russell	Self Advocate—Umatilla County	2017
Charlie Hammett	Self Advocate—Umatilla County	2017
Zee Koza	Service Provider—Union County	2017
Josephine Vowell	Family Member—Baker County	2018
Julie Wynn	Self Advocate—Umatilla County	2018
Lindsay Stephens	Self Advocate—Union County	2018
Emily Moe	Self advocate—Baker County	2018

Change seems to be the mantra of things at the state level, but somehow, our leaders adapt and make the system work for all of us. One of the most delightful processes of our organization the past few years has been the careful planning of the succession of our executive director! When Bill retires in 2017, we will seamlessly move on with Laura as our new director. We had decided to move in this way, so there would be no “bumps” in the processes. Outside of seeing Bill’s smiling face on a daily basis, there should be no surprises. The Board adopted a Resolution this last spring to confirm this strategy.

Personally, I am so proud of all of you. When I see people enjoying life, taking part in their own planning, making choices “they” want, rather than having to accept what someone else thinks is right, it give me a warm feeling. Thanks to everyone who make’s all of this happen. Many times, I think of the peaceful looking duck on top of the pond, while their webbed feet are moving quickly under the water. All of you make it look so easy.

Respectfully,

Steve Carlson

EOSSB Board President



Board Activities

September 2015 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, 2015

Staff, customers, and board members shared good things happening in their region since the last meeting. Capacity was increased from 465 to 472, eliminating most of the waitlist. A Program Analyst has been hired to manage the eXPRS administrative workload. A PowerPoint presentation called Brokerage 101 was shared and discussed as an educational tool for potential new customers. 2014-2015

customer satisfaction data was discussed in detail. Financial Reports through September 2015 were reviewed and approved.

March, 2016

Staff, customers, and board members shared good things happening in their region since the last meeting. Implementation of the executive order and implementation of the 50 hour cap per PSW were discussed. The Board was informed about staffing changes in Harney and Grant counties with the retirement of our PA there. The fiscal audit for fiscal year 2014-2015 was reviewed and approved. It required no reconciliation with the 2015 annual report.

June, 2016

A budget for the next fiscal year, July 2016 through June 30, 2017 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 provide the services. The budget includes hiring a new half time Personal Agent so that the Associate Director position can become full time. After an executive session, the Board affirmed the plan and process to have Laura Nopenberger become the next Executive Director with the retirement of Bill Uhlman on June 30, 2017. Salary negotiations will begin in the spring of 2017. A nominating process for the upcoming annual meeting was developed. The board established a “Sprout Committee to present a Sprout film festival in the upcoming year. Financial reports were reviewed and approved.



Board member
Julie Wynn



**Board members Zee Koza, Kathleen Kim,
Steve Carlson and Charlie Hammett**



Board member
David Russell

Executive Director Report

In September 2000, a lawsuit filed against the State of Oregon was settled. This agreement known as the Staley Settlement Agreement resulted in a plan in which new community support services were to be established. It was anticipated that DHS would award up to 14 contracts for Brokerages as a result of a request for proposals. The Brokerages were to facilitate the creation of support services to eligible adults with developmental disabilities in a manner that assured fairness, equity and universal access across the state. Brokerages were to be founded upon the principles of Self-Determination, person centered planning, and to “act on behalf of the individuals served, free as possible from conflicts of interest or other influences that could compromise the quality of plan development, provider selection, and outcome evaluation or other quality assurance activities.”

So a small group of us (Zee Koza, Rick Currin and Bill Uhlman) set out to create an organization to respond to the request for proposals and to create a support services brokerage in the 13 counties of the “eastern region,” collaborating with many members of local Self-Directed Services (SDS) boards. The creation of EOSSB arose out of a fervent belief that to fulfill the emerging best practices in self-determination, a completely independent entity must be created to ensure the transfer of power and control from the “system” to the individual. It was the intent of EOSSB to facilitate, support and train families and self-advocates to be the controlling force of the organization. The structure we envisioned to accomplish that goal remains today. We are a not for profit corporation whose board of directors is made up primarily of families and individuals served. Additionally, we are a unique entity among brokerages in that we are a membership organization where at a minimum, all individuals served are members of the organization, and those members elect their board of directors who provide policy oversight and hire an Executive Director who reports to that body on a regular basis throughout the year. Where possible, we selected our first Board members from members of the pre-existing Self-Directed Supports (SDS) initiative board mem-

bers in the region, who were also instrumental in the design of the local implementation of Brokerage Operations. Members of the board were recruited from as broad a cross section of the counties we serve as possible.

In due time, the proposal of the Eastern Oregon Support Service was accepted. EOSSB began operation in December of 2001. We hired our first Personal Agents, several of whom had worked for or been active with those local SDS boards, and began supporting our first 62 customers in March of 2002. The rest, as they say, is “history.” And while “history” has included a continual eroding of the local power and control of the governing bodies of Brokerages, and transferred that power and control to the Department of Human Services through its administrative rules and contractual language, EOSSB remains an independent membership organization, governed by our constituents through our elected board of directors, based on the principles of Self-Determination, and founded on the mission, vision and values stated on the first two pages of this report. We continue to strive to ensure services and supports are based on the principles of Self-Determination, and that the satisfaction of our customers is paramount.

As your first and only Executive Director since the creation of EOSSB, I am proud to say we have maintained our focus on the original intent of a Support Services Brokerage despite the erosion of local power and control. We have maintained a strong organizational culture based the foundation of Self-Determination. Our Board of Directors remains committed to this culture and has engaged in a multi-year process to ensure stability as we transition to a new Executive Director with my retirement in June of 2017. Regardless of the twists and turns of state policy direction, EOSSB will remain committed to our values that are rooted in the principles of Self-Determination.

-Bill Uhlman

EOSSB Staff



Bill Uhlman
Executive Director



Laura Noppenberger
Associate Director



Melanie Tucker
Program Analyst



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



Vikki Claflin
Clerical



Morgan Gilda
Personal Agent
Baker County



Carolyn Carlson
Personal Agent
Harney/Grant



Don Galligan
Personal Agent
Malheur County



Lorien James
Personal Agent
Wallowa County



Alica Sims
Personal Agent
Mid Columbia



Michael Swanson
Personal Agent
Umatilla County



Jessica Horton
Personal Agent
Umatilla/Morrow



Nancy Fields
Personal Agent
Union County



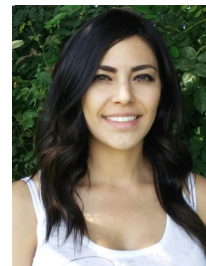
Vicki Swyers
Personal Agent
Mid Columbia



Kristen Hughes
Personal Agent
Umatilla/Morrow



Ellie Spangler
Personal Agent
Umatilla/Union



Blanca Sandoval
Personal Agent
Mid-Columbia

Patty Bradford—Burnt River Watercolors



Patty joined the Brokerage about 7 years ago. She has a passion for painting and when she got involved with EOSSB, she received a scholarship to take painting lessons from Crossroads Art Center.

Through the support of EOSSB, she has been guided to set up a small business; her provider has assisted her in receiving some grants for supplies. She has attended 32 hours of classes offered by NEODD to help her understand the basic process of having a small business.

Patty has painted barns which were made into 2015 and 2016 calendars, and she sold a total of 330. Patty has entered her art in numerous fairs, she comes away with Reserve Champion ribbons, numerous 1st and 2nd place ribbons as well.

Patty is also wonderful at doing acrylic painting on old window panes. She has sold 10 paintings on various sized windows. Most of the windows she has painted have been commissioned; she is currently working on a Century Farm barn. At this time she excels at pastels, which she picked up in one 4 hour class.

Her paintings, calendars, greeting cards, windows can be found in galleries in Baker City and in art supply stores. She re-invests her sales income for more supplies and equipment so she can present herself as a serious artist in the community. Brokerage support has increased her confidence and her ability to be involved in the local art community. It is her social as well as professional group.

Brokerage has been a huge support and resource for Patty; it has enabled her to follow her passion for art.

Pattybradford24@yahoo.com
text messages to Patty @
541-519-2063

Or call message # 541-403-0137
(Patty is hearing impaired)

- Morgan Gilda, Personal Agent



David—Red Lion Houseman

David and his mom started the Vocation Rehabilitation process with very little belief that there was a job out there that he would be given the chance to do. After his job developer worked for a few months with little or no results that belief became more certain. He completed a few interviews with no job offer. Then came the great call, Red Lion wanted him to work for them.

David got the job when during the interview the manager asked him about his favorite football team, Seattle Seahawks, and then his character showed itself to be fun, charming, and happy.

He started working and the first day started with a smile and he came home with the same smile---this has continued for the past 3 months.

David uses task index cards

that indicate the task he is doing for work and then checks the next card to move to the next task. His job coach sets up the tasks in the order the supervisor wants them to be completed and he independently can follow that schedule. He is able to be interrupted in his schedule to complete another task as requested by his supervisor and then he can go back to the scheduled chore he had been doing previously. His job coach assists him during his tasks by pointing out things that need to be completed because he cannot see them and he completes them at her cues.

Job Coach LeeAnne states, with a laugh, that on Monday and Tuesday she can keep up with David but Wednesday and Thursdays

she catches up to him at his next task because he moves very quickly from one task to another.

David has been through two state inspections and received a good job from the inspector just recently on his great job. He receives compliments from guests that visit the hotel and many of them greet him. His co-workers treat him with kindness, respect, and humor. His supervisor has given him and his mom many great compliments since he started and he has a great fun relationship with them all. He takes a lunch break with the other housekeeping staff and he loves that time.

When I asked what his favorite part of his job it was not the paycheck, though that is great, but it is the teasing atmosphere and relationships he has made, especially his supervisor he calls "Goofy". He has been told he is the "Best Dressed Employee" as his mom washes and irons his uniform every night---that is her job.

- Kristen Hughes, Personal Agent



Deanna - My story



I got to practice and go to Special Olympics swim meet in Idaho. I got ribbons! I got to stay overnight in a motel, this was so much fun.

My provider, Debbie and I celebrated our birthdays together with our friends. I had a blast.

I work at WITCO. I

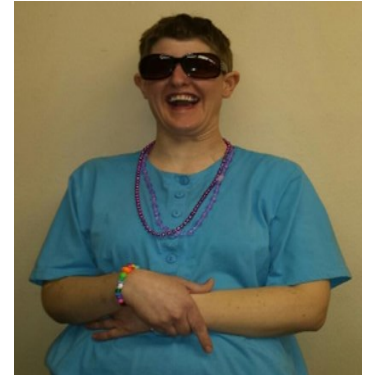
helped plant the garden and I weed, water and tend to the plants. They are getting big.

I also work as a volunteer at a local food bank. I have all the codes memorized and know how to weigh and package the food.

I am working in these areas with my WITCO staff, so I can get a job

in Ontario.

I am happier than I have ever been.



Work Pays Off

Allison isn't a newbie to the world of community integrated work, having several successful long term employment experiences. Her resume' includes 12 years in resale stores, 8 years at BurgerVille and more recently retail at JC Penny's achieved by her commitment and the OVRs and EOSSB employment team. "It's the best job ever, I feel important wearing

my "Support Specialist" name tag." Allison's reply to why she likes to work "being productive, learning new things, meeting new people and most of all Mad Money to spend however I want". Allison admits there have been road bumps in her community based employment journey but reaching the end with the job at Penny's was well worth it!



Services and Supports

	Mar	Jun	Jun	Jun	Jun	Jun	Jun	Jun	Jun	Jun	Jun	Jun	Jun	Jun	Jun
		30	30	30	30	30	30	30	30	30	30	30	30	30	30
	'02	'03	'04	'05	'06	'07		'09		'11	'12	'13	'14	'15	'16
Baker	11	12	23	28	28	30	35	41	45	48	40	40	41	41	42
Grant	3	5	6	6	5	5	5	6	10	13	13	15	12	11	11
Harney	1	9	11	12	11	11	12	11	12	13	15	14	16	15	14
Malheur	17	18	26	32	32	35	40	47	52	54	49	47	47	47	50
Morrow/ Wheeler	6	8	9	11	12	15	14	20	22	24	18	20	17	18	20
Umatilla	10	31	55	62	63	76	87	102	114	118	112	118	142	143	149
Union	3	13	21	24	25	31	28	40	41	47	49	50	55	54	51
Wallowa	2	3	7	11	10	9	10	10	12	14	13	11	11	10	9
Mid Co- lumbia	9	31	60	68	73	86	91	110	116	125	115	117	122	122	127
Total	62	130	218	254	259	298	322	388	424	456	424	432	463	462	473

EOSSB has a contracted capacity of 472, which is an increase of 7 people from last year. Throughout the years, our actual census typically fluctuates within a few people of that capacity. However this year, even with the increase in capacity, we have maintained a wait-list of 4 to 10 people, with a wait

time from three to six months.

Until additional vacancies occur, we have to deny or delay services to individuals who want brokerage services. They are able to receive similar services through their CDDP while waiting for our services. We discovered

than transfer to support services. In the future we anticipate that the longer people are on the wait list, the more likely it is that they will want to remain in the service delivery system they are in. It is interesting to note that the number of exits this fiscal year is about half of the previous two years.

Exit reason	FY 2013-2014	FY 2014-2015	FY 2015-2016
Move out of state	9	7	5
Moved in state	3	11	3
No Contact exit	2	4	2
Death	3	5	1
Choice to CDDP	6	6	3
Comprehensive services	10	7	8
Ineligible	5	1	0
Declined services	2	1	0
Incarceration	0	1	0
Other	0	0	0
Total	40	43	22

when our capacity increased that about half the people on the wait list decided to remain where they are rather



Financial Report-July 1, 2015 to June 30, 2016

Financial Report (audit pending)

Fiscal Year: July 1, 2015 to June 30, 2016

	FY 15-16	FY 15-16	Deviation	FY 16-17
<u>Revenue</u>	<u>Budget</u>	<u>Actual</u>	from 15-16 <u>Budget</u>	<u>Budget</u>
DD 148 Brokerage Operations	1,504,347	1,510,090	5,743	1,522,710
Interest Income	700	207	(493)	400
Misc Income	1,390	468	(922)	1,400
Total Revenue	1,506,437	1,510,765	4,328	1,524,510
<u>Expenses</u>				
Payroll Expenses (salaries)	849,208	843,417	(5,791)	873,593
Payroll Taxes & Benefits	356,559	358,788	2,229	359,835
Total Salaries and Expenses	1,205,767	1,202,205	(3,562)	1,233,428
Board/Volunteer Support	15,500	11,285	(4,215)	15,000
Dues and Subscriptions	8,000	8,332	332	9,500
Depreciation (equipment)	4,000	5,076	1,076	5,000
Insurance	11,000	10,541	(459)	11,000
Miscellaneous	6,000	7,272	1,272	8,000
Postage and Delivery	9,000	5,419	(3,581)	6,000
Professional Fees	40,000	47,059	7,059	40,000
Rent	35,000	29,534	(5,466)	31,000
Telephone/Communications	40,000	31,385	(8,615)	35,000
Training - Staff	7,500	5,874	(1,626)	7,500
Travel	90,000	92,299	2,299	91,000
Office Supplies	30,000	24,354	(5,646)	30,000
Total Services and Supplies	296,000	278,430	(17,570)	289,000
Flex Fund, transport & other	2,090	3,121	1,031	1,800
Total Other Expenses	2,090	3,121	1,031	1,800
Total Expenses	1,503,857	1,483,756	(20,101)	1,524,228
Net (Revenue- Expenses)	2,580	27,009	24,429	282

"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."



Customer Satisfaction Report



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

- 42% were filled out by the individual receiving services.
- 53% 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.

151 out of 442 surveys were returned for a return rate of 34%.

"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 103 (68%) Not Sure 32 (21%) No 16 (11%)

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

All the time 122 (82%) Sometimes 25 (17%) Not at all 2 (1%)

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

Yes 139 (92%) Not Sure 9 (6%) No 3 (2%)

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

Very Happy 134 (89%) They're Okay 14 (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 130 (88%) Not Sure 13 (9%) No 4 (3%)

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

Yes 31 (22%) Not Sure 28 (19%) No 85 (59%)

7. Do you feel safe?

All the time 127 (86%) Most of the time 19 (13%)

Not really 2 (1%)



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

Personal Agent	Yes 127 (93%)	No 4 (3%)	Sometimes 6 (4%)
Support Staff	Yes 116 (94%)	No 3 (2%)	Sometimes 4 (3%)
Family	Yes 119 (82%)	No 3 (2%)	Sometimes 8 (6%)
Friends	Yes 109 (89%)	No 4 (3%)	Sometimes 10 (8%)
Others	Yes 69 (77%)	No 8 (9%)	Sometimes 13 (14%)

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

Yes 114 (80%) Not sure 22 (15%) No 6 (4%)

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

A lot better 123 (88%) A little better 14 (10%) No better 3 (2%)

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

Personal Agent	Yes 127(93%)	No 5 (4%)	Sometimes 5 (4%)
Support Staff	Yes 118 (94%)	No 3 (2%)	Sometimes 4 (3%)
Family	Yes 117 (90%)	No 4 (3%)	Sometimes 9 (7%)
Friends	Yes 103 (88%)	No 4 (3%)	Sometimes 10 (9%)
Others	Yes 71 (81%)	No 7 (8%)	Sometimes 10 (11%)

12. I am happy with my life.

All the time 100 (71%) Most of the time 38 (27%) Not really 3 (2%)

13. Are you satisfied with where you live?

Very Happy 125 (88%) It's Okay 13 (9%) Not Happy 4 (3%)



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 2015-2016, \$1,535 in Flex Funds were expended on behalf of our customers. Approximately \$7,538 remains.

Additionally \$1,586 was spent from local fundraising for special local projects.

Barbara

Barbara lives in Pendleton, and has recently started working at the Community Thrift Shop in Pendleton. She started out by volunteering one hour a week, which she arranged on her own. She was sure she didn't want to have a job. But when they offered her 18 hours a week, she started working there and loves it. She is doing great as a sorter and store attendant. Her

boss appreciates her hard work and reliability. And Barb likes the feeling of having a regular schedule and being an important member of her team.

Barb also has been working very hard on getting healthy, eating right and exercising. She says she feels better than she has in years. She walks every day, eats lots of vegetables and cooks at

home for most meals. She has lost weight and now has money to buy her new clothes!

Congratulations to Barbara for working so hard to improve her life!





**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.

