

2013 Annual Report

JULY 1 2012 TO JUNE 30 2013



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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.



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.”



“Our secret?

*People
supporting
people”*

*Zee Koza, Board
President*

Board Report

What a joy it is to work with everyone at EOSSB!

EOSSB proudly stands as an organization that is life-affirming as well as independence and dignity promoting. The broker-ages have proven to be a successful program that stresses individualized supports targeted to help people find their highest quality of life.

We may be a non-profit organization, but we are rich in human capital. We are blessed with heartfelt commitment and unified efforts from the dedicated staff and the outstanding Board of Directors. We appreciate Bill Uhlman, ever our fearless leader. Our PA's are top notch and are bound for excellence. We

are grateful to the office staff who keep all the EOSSB words and numbers straight. Thank you, Board, for your service as well as your gifts of time and talent. Our secret? People supporting people.

The real heroes are always the good folks who trust us to support their needs, wishes, dreams and goals. They are the heart of EOSSB. The mission of all our customers is OUR mission. These great folks remind us exactly what we are doing and why we exist. There is no greater reward than when we all share and celebrate success. I proudly declare 2013 to be another great year of achievement!

Respectfully,

Zee Koza
EOSSB Board President



Board Activities

September 2012 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, 2012

Staff, customers, and board members shared good things happening in their region since the last meeting. The implementation of HB 3618 was discussed, including implementation of workers compensation insurance and

union dues for all Personal Support Workers. The 23 page quality assurance report was thoroughly reviewed and approved with minor corrections.

April, 2013

Staff, customers, and board members shared good things happening in their region since the last meeting. The fiscal audit for fiscal year 2011-2012 was reviewed and approved after reconciliation with the 2012 annual report. The board resolved to add Eric Fauth (new CFO) as a signatory to bank accounts and to remove retiring CFO Jim Yuhas as a signatory to bank accounts. The Board decided to create a resolution supporting the Employment First Initiative. New statewide developments in

funding mechanisms were discussed.

June, 2013

A budget for the next fiscal year, July 2013 through June 30, 2014 was discussed and adopted. A nominating ballot for the upcoming annual meeting was developed. Proposed statewide changes for the upcoming Biennium were explained and debated, including: Provider payment system changes, contract payment system changes, elimination of enrollment caps, elimination of benefit levels and benefit level caps, creation of a functional needs assessment tool, choice among case management providers, and conflict of interest policies.

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	2015
Josephine Vowell	Family Member—Baker County	2015
Steve Carlson	Family Member—Wasco County	2015
Julie Wynn	Self Advocate—Umatilla County	2015
Karla Colson	Family Member—Grant County	2013
David Russell	Self Advocate—Umatilla County	2014
Charlie Hammett	Self Advocate—Umatilla County	2014



Board member
Julie Wynn



Board member
David Russell

Staff

Administration

Bill Uhlman, Executive Director
 Eric Fauth, Chief Financial Officer
 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 Malheur Counties
 Robin Christy, Harney, Grant and Wheeler Counties
 Amy Eddy, Malheur County
 Lorien James, Wallowa County
 Jean Pekarek, Wallowa County

Personal Agents

Kristi Avery, Lead Personal Agent, Umatilla County
 Kristen Hughes, Umatilla and Morrow Counties
 Michael Swanson, Umatilla County
 Tina Crowell, Umatilla County
 Ellie Spangler, Umatilla and Union Counties
 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."



Bill Uhlman, Executive Director

Executive Director Report

The more things change, the more they stay the same (old French Proverb).

Over the past few years, there have been very few changes in how support services are delivered, but with the State of Oregon adopting the K-plan option for Medicaid funding, huge changes are on the horizon. There will be changes in the way Personal Support Workers are paid and how their wages are determined, there will be elimination of enrollment caps, there will be elimination of entitlement caps, with hours of service determined by a support need assessment tool, and finally, there will be some changes in how and when guardians are enabled to be paid providers.

Few of us like change, and most of all we don't like changes that affect the way we live our lives and the supports we need to survive. However, many of the changes have the potential to have a very positive impact on the services and supports that our customers and families depend on. And like everything else that has happened to us over the years, we will adapt to the change and maintain our core values that are based on the principles of self-determination.

What doesn't change: Our Board of Directors, elected by our membership, will continue to monitor our ability to work for you rather than for the system, and that we do whatever it takes to ensure the people we support have the right to choose what they will do with their lives and with whom they will do it.

Our Personal Agents will continue to be committed to helping you to determine your dreams, respecting your dreams and making those dreams come true!

Services will continue to be based on the principles of Self-Determination. We will strive to enable you to have the ability to plan your own lives with the support you need rather than purchase a pre-packaged program. We will strive to enable you to have the ability to control the supports you purchase. We will strive to enable you to arrange resources and personnel to assist you to live a life in the community that is rich in social associations and contribution. And finally we will strive to enable you to accept a valued role in your community in ways that are life enhancing.

Services and Supports

Enrollments	Mar	Jun	June	June	June	June						
	1	30	30	30	30	30	30	30	30	30	30	30
	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013
Baker	11	12	23	28	28	30	35	41	45	48	40	39
Grant	3	5	6	6	5	5	5	6	10	13	13	15
Harney	1	9	11	12	11	11	12	11	12	13	15	14
Malheur	17	18	26	32	32	35	40	47	52	54	49	46
Morrow/ Wheeler	6	8	9	11	12	15	14	20	22	24	17	20
Umatilla	10	31	55	62	63	76	87	102	114	118	112	115
Union	3	13	21	24	25	31	28	40	41	47	48	49
Wallowa	2	3	7	11	10	9	10	10	12	14	13	11
Mid Columbia	9	31	60	68	73	86	91	110	116	125	113	117
Total	62	130	218	254	259	298	322	388	424	456	420	426

Throughout the current fiscal year, EOSSB had a contracted capacity of 430. Because of bureaucratic delays enrolling new people once vacancies become known, we have generally had an actual enrollment slightly below 430.

A total of \$4,378,495 was spent in support services for the fiscal year July 1, 2012 to June 30, 2013. The average monthly spending per customer plan was \$856.51

85% of all Support Funds were spent on Community Living and Inclusion Supports which included service

workers and contractors 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.

1.5% of funds were spent on Supported Employment to assist individuals to find, get and keep competitive jobs in the community.

The remainder (less than 1%) was spent on items such as specialized

medical equipment, environmental accessibility, physical therapy, personal emergency response systems, special diets, chore services and homemaker services.



Board and staff gather to celebrate the retirement of Jim Yuhas (lower left), who has been our Chief Financial Officer since the founding of the Eastern Oregon Support Services Brokerage

In Umatilla and Morrow Counties



**Kristi Avery, Lead
Personal Agent**

Over the past year we have had many positive changes. We have had many customers continue to live in their own apartments and many who have started working and maintained their employment.

This past year we have had two customers who have had commitment ceremonies or weddings and committed themselves to relationships in front of their family and friends. Many new positive friendships and relationships have been formed. Our local alliance group has continued to focus on fundraising for activities. We had one fundraising car wash in Pendleton and in Hermiston that paid for several picnics and other trips.



**Kristen Hughes
Personal Agent**

We are working with Vocational Rehabilitation, Horizon, Trendsitions and the high schools (if the person is school age). There is also a very active Employment First Team in Umatilla county that PA's are involved with.

Some customers have found jobs that fit their interests and skills. Other customers have chosen a vocational program to help them earn money while learning and improving employment skills, with the goal of employment in the community.

We are continuing to utilize all the transportation options in our rural area. The local taxi services in Hermiston, Pendleton and Milton-Freewater, the Confederated Tribes of Umatilla Indian Reservation (CTUIR) free bus system. the Grape Line,



**Tina Crowell
Personal Agent**



**Michael Swanson
Personal Agent**

out of Walla Walla WA and Personal Support Workers, all continue to be great resources.

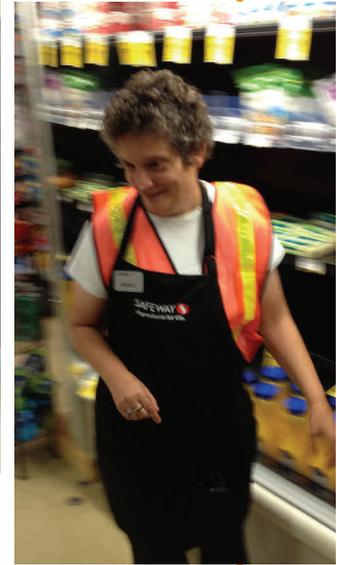
There are many changes coming over the next few months. We are looking forward to the challenges and promises of the future.

And another dream comes true...

This time last year, Roberto was living at home with his parents and working with OVRS to maintain his fairly new job at Wal-Mart. Joy was adjusting to her move from living with her parents and getting brokerage services to living in an Adult Foster Care home. These two were trying to save money and were making plans for a wedding in the summer of 2013. Their ultimate goal was to be married and living on their own. They weren't quite sure how it would all come together, but they knew what they wanted and refused to give up. Today, Joy and Roberto are happily married and living in their own apartment! Roberto still has his job at Wal-Mart and

Joy is out there searching for work with the help of OVRS and her Personal Support Worker, Penny. Now that Joy is back in brokerage services again, she and Roberto each have a paid provider to assist them with living independently and getting out for fun things like competing in the Special Olympics and picnicking with the local alliance group, to name a few. They also have an amazing natural support system of family and friends, helping out when they're needed and when they can. Roberto works so hard both on the job and at home to make sure he and his new bride have a good home. Joy is becoming quite the homemaker, learning to prepare new meals and getting in a routine of housework- although they both credit Roberto with being the best cook! I am so proud to say that I know this determined and successful couple! It is an honor to be able to tell their story.





In Wallowa County

CONQUER YOUR IMPOSSIBLE

There are many things in life that make one happy, the importance of family, friends and a sense of connection with ones community are just a few. For many folks in Wallowa County family is all they have, friends are hard to come by and a connection to the community is limited. We try to bring the community to them through our local alliance, its events and activities we do. We have volunteered for local organizations to put together Kindergarten bags, put in a garden at one of the local libraries and held events at many different businesses. Not only does this connect people with their community, but keeps them from being isolated in their homes.

The perfect example of this is a gentleman in Joseph. He experiences extreme anxiety. He didn't allow people into his home, wouldn't go out, and had a diffi-

cult time visiting with family or friends. He wouldn't go to the doctor, never traveled, and never ate out at a restaurant. However, with the services he is given with EOSSB, he has turned a new leaf. He attended one local alliance movie night that was on a projection screen. He hadn't come to any of the events in years past, this one just happened to be up his alley. It took quite some preparation to leave his house, his mom, was supportive and didn't push, he got in the car and said they went. Since this activity this gentleman's life has changed. He has traveled to see friends and family, he is taking 8 hour drives, and enjoying overnight stays. He lets people into his house to visit, he is getting in the car and telling mom "let's go." He initiates the move out of the house. His mom, says he has a smile on, he is excited to go do things, see his community and do

things that for many, many, many years he couldn't do.

My purpose in telling this story, is that I have worked with this gentleman for 5 years and for those 5 years I have tried to think outside of the box to get him out of his house and engaged in life. To my surprise it took a projection screen movie, he didn't care what the movie was, who was there or what there was to eat, it was just the big screen with a home atmosphere. I was so excited to see him there and even more excited to learn that it has opened avenues for him to conquer the anxiety and not let it control his life and choices. Please read this story and think outside your box, you have support staff and Personal Agents that want to help you grow and do "your impossible", IT CAN BE DONE!! When you least expect it. CONQUER YOUR IMPOSSIBLE.



Lorien James,
Personal Agent
in Wallowa
County



Jean Pekarek,
Personal Agent
in Wallowa
County

In the Mid Columbia....

The “E” Team



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

We are fortunate in The Mid Columbia to have a team of agencies committed to assisting customers to not only aspire to be productive individuals in their community and supplement SSA benefits but actually reach employment goals. Currently 10 are enrolled in VR services, 9 with Individual Employment Plans and 4 successfully employed in their desired fields. Pre-employment skills, accessing and direct supports at volunteer positions, work assessments, job development and retention supports through OVRs, Mid Columbia Center for Living, Opportunity Connections Employment 1st Initiative, Mid Columbia Council on Aging, Youth Transition Services and EOSSB collaborative efforts are to be commended. Over the last year we've determined that maintaining cohesiveness by attending “E Team” monthly meetings to stay apprised of progress, problem solve potential barriers, implement supports and last but certainly not least provide encouragement for customers to stick with the program so community based employment goals can come to fruition.

“Good Bye old apartment”

Hi, my name is David. I have lived in my own apartment for many years. It seems like I have lived on the second level next to my dear old friend as long as I can remember. A few months ago while at my doctor's appointment, my provider mentioned concerns of my balance and possible falls. My Physician felt that due to aging and other reasons that I should move to a ground level apartment. My physician wrote a letter addressing his concerns and with assistance from my provider we delivered it to my landlord. This month an opening for a ground level apartment became available. My provider assisted with packing my items, contacting a moving company, notified my family, all debtors, and coordinated my moving date. I will miss my old apartment, but fortunately the opening of the new apartment was right below my old apartment and I'm still living next to my dear old friend. Thanks to my providers who have been looking out for my well-being, has helped with making my living arrangement more convenient and a little safer.

Reaching my dream

My name is Heather; I have lived in The Dalles for nearly 13 years now.

“I love to write and someday I dream of becoming a published author”

I became involved with the Brokerage program not long after my parents passed away. After I graduated from high school, I went through various vocational classes in order to decide what I wanted to do. I love writing and one day I hope to become an author. With the assistance of my provider, I have recently published a poem book. My provider assisted with introducing me to an individual in the community that had the ability to print my poems. While I do my work in my home, I have decided to share a little poem. (on the next page)

"The Golden Reminder"

Mirror, mirror on the move, Slow your pace and please be good. The river flows at such a speed Remember me, when you need a helping hand, a friendly laugh, a special gift, neatly wrapped, a patient ear, a smiling face, a gentle face, a gentle nudge, a warm embrace. The world is strong and so is I. Come to me, when you need to cry. In the darkness, I'll be your light, your strength and power and reason to fight. Life is a difficult thing to get through, but don't give up on me and I will never give up on you. Even if everything should end, I'll always be your strength, your shoulder and your friend.

Author: Heather R. reaching my dream

In Union County.....

I have known Sam for 7 years, and in the time that I have known him there have been a lot of great changes in his life. I started working with Sam in Feb, 2006 as an independent contractor (SPIN). When I first met Sam, he was very shy, quiet and stayed to himself. His current PA and his mother weren't sure Sam would be interested in doing activities in the community with me or with a group of his peers, they didn't feel he would participate. Sam was a home body, liked his own space and loud noise/music bothered him. After meeting with Sam, and telling him a little of what I did Sam agreed to go with me and my SPIN group to see what we did and if he might be interested. Sam had a great time. After a couple of weeks of doing different activities that Sam chose, he started checking his calendar and waiting outside

for my van to show up; Sam started making friends with my small group and started participating in the games and interacting with everyone. He enjoyed bowling, Bingo, miniature golf, fishing, just to name a few. Sam started going to some of the dances, he would stand outside and listen or stand at the back of the room. In July 2007 when I became Sam's PA, I asked Sam if he would like to go to our Wallowa Lake Retreat. It would be for 2 nights and 3 days. Sam's mom wasn't sure he would like it and felt it might be too much for Sam, I informed her that if he didn't like it I would bring him home. Sam went and stayed for the whole trip. When he got home his sister asked him on a scale of 1 to 10 how was the trip Sam stated a 12. Sam has gone every year since, he now dances and will ask girls he

knows to dance with him. Sam has stayed connected to his friends in the SPIN group that he started out with. Sam is also a very artistic young man, he knits hats, socks, baby sweaters, and bags, with help from mom he felts them and with the support of his personal support worker he display's them in different stores and sells his items, Sam and his PSW explored his community and with supports he is now volunteering in a couple of different business. Sam is now a very active person, he has an active home life with his family and with EOSSB supports he is very active in his community, doing fun activities, participating in Special Olympics and doing volunteer work. He was recently elected the Union County representative for Uniting Together (a regional self-advocacy group).



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



**Ellie
Spangler
Personal
Agent
Union and
Umatilla
Counties**

Harney and Grant Counties



Robin Christy
Personal
Agent
Harney,
Wheeler and
Grant
Counties

My name is Nathan and I am 21 years old. I have always lived with my family. This past year was my last year in High School and, together with my Brokerage Agent and my parents we decided I should try living on my own. I was not sure about that at first. My Brokerage Agent was very encouraging and scheduled a time for me to go with her to look at an apartment. I thought it looked good and I was happy that it was only a couple of blocks from my parents' house. I was able to move in and get settled immediately. I really like it! I have met

some of my neighbors and plan to meet more of them. I hope to someday get married to my girlfriend and have her move in with me. That will be awesome!



Malheur County

Amy Eddy
Personal
Agent in
Malheur
County



Malheur County EOSSB has had a wonderful year. Customers have received ramps, custom wheel chairs and stair lifts. Individuals have made major changes in their lives, goals and plans. This has brought forth interviewing several different providers and true customer choice when hiring employees. People have successfully found employment in our community and have kept their jobs. Many are contributing to our local community by volunteering and making

our towns better places to live. Some individuals are striving towards goals of education and expanding work possibilities. Each person is unique and request different services throughout our County. Living in smaller towns and serving people who live independently and people who live with families makes for very different services. Developing and maintaining resources has been a group effort and learning process we share and pass on to others.

I have truly been honored to work with so many amazing people and families. I have learned so much from everyone I serve and I look forward to all the progress this next coming year. Malheur County EOSSB customers are some of the most determined, driven, supportive and amazing people I know. Thanks for this past year of stories and friendships.

Financial Report-July 1, 2012 to June 30, 2013



Eric Fauth,
Chief Financial
Officer



Linda Jones,
Office Manager

"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 12-13	FY 12-13	Deviation	
	Budget	Actual	from 12-13	FY 13-14
Revenue	Budget	Actual	Budget	Budget
DD 148 Brokerage Operations	1,057,716	1,061,880	4,164	1,212,183
DD 149 Support Services	4,143,004	4,378,495	235,491	4,643,657
FI Services	13,000	17,490	4,490	3,500
Interest Income	1,100	743	-357	1,500
Misc Income	0	4,484	4,484	0
Total Revenue	5,214,820	5,463,092	248,272	5,860,840
Expenses				
Payroll Expenses (salaries)	608,745	610,918	2,173	689,168
Payroll Taxes & Benefits	246,787	247,272	485	286,677
Total Salaries and Expenses	855,532	858,190	2,658	975,845
Board/Volunteer Support	15,500	11,943	-3,557	15,500
Dues and Subscriptions	3,000	2,914	-86	3,500
Insurance	9,600	9,694	94	10,000
Miscellaneous	4,500	6,071	1,571	4,500
Postage and Delivery	9,000	8,427	-573	9,000
Professional Fees	21,500	17,496	-4,004	21,500
Rent	14,500	14,240	-260	15,000
Telephone/Communications	30,000	28,534	-1,466	32,000
Training - Staff	1,500	10,219	8,719	4,000
Travel	77,000	72,618	-4,382	77,000
Office Supplies	16,000	16,228	228	18,000
Total Services and Supplies	202,100	198,384	-3,716	210,000
Support to Individuals	4,143,004	4,378,495	235,491	4,643,657
Fiscal Intermediary Expense	10,591	9,667	-924	2,400
Flex Fund, transport & other	3,500	4,923	1,423	4,260
Equipment Purchases	0	499	499	5,000
Total Other Expenses	4,157,095	4,393,584	236,489	4,655,317
Total Expenses	5,214,727	5,450,158	235,431	5,841,162
Net (Revenue- Expenses)	93	12,934	12,841	19,678

Customer Satisfaction Report



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

- 46% were filled out by the individual receiving services.
- 51% 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.

159 out of 402 surveys were returned for a return rate of 40%.

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

Yes 117 (75%) Not Sure 27 (17%) No 12 (8%)

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

All the time 132 (87%) Sometimes 18 (12%) Not at all 2 (1%)

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

Yes 151 (95%) Not Sure 4 (3%) No 3 (2%)

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

Very Happy 138 (89%) They're Okay 15 (10%) Not Happy 2 (1%)

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

Yes 143 (92%) Not Sure 11 (7%) No 2 (1%)

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

Yes 28 (20%) Not Sure 36 (25%) No 79 (55%)

7. Do you feel safe?

All the time 141 (90%) Most of the time 11 (7%)
Not really 4 (3%)

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



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

Personal Agent	Yes 130 (93%)	No 4 (3%)	Sometimes 6 (4%)
Support Staff	Yes 107 (90%)	No 8 (7%)	Sometimes 4 (3%)
Family	Yes 119 (90%)	No 7 (5%)	Sometimes 6 (5%)
Friends	Yes 106 (83%)	No 13 (10%)	Sometimes 8 (7%)
Others	Yes 58 (75%)	No 8 (10%)	Sometimes 12 (15%)

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

Yes 127 (85%) Not sure 18 (12%) No 5 (3%)

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

A lot better 125 (83%) A little better 23 (15%) No better 2 (2%)

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

Personal Agent	Yes 130 (96%)	No 4 (3%)	Sometimes 2 (1%)
Support Staff	Yes 112 (93%)	No 7 (6%)	Sometimes 2 (1%)
Family	Yes 126 (94%)	No 6 (4%)	Sometimes 3 (2%)
Friends	Yes 99 (85%)	No 11 (9%)	Sometimes 6 (6%)
Others	Yes 56 (76%)	No 9(12%)	Sometimes 9(12%)

12. I am happy with my life.

All the time 101 (68%) Most of the time 43 (29%) Not really 4 (3%)

13. Are you satisfied with where you live?

Very Happy 118 (80%) It's Okay 24 (16%) Not Happy 5 (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.

In FY 2012-2013, \$4,923 in Flex Funds 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 are generally restricted to 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.



**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.

