

# 2010 Annual Report

JULY 1 2009 TO JUNE 30 2010



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## Vision

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



## Mission

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

# Principles of Self-Determination



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

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

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

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

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

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

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

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



## Values

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

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

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

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

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

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

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

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

efficiently.

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

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

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

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

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

# History



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

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

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

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

## Organizational Structure

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

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

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

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

implementation of a quality assurance process.

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

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

# Board Report



*“EOSSB proudly stands as an organization that is life-affirming as well as independence and dignity promoting.”*  
**Zee Koza, Board President**

In such a time as this with the contentious state of today’s economy, is our brokerage Mission Impossible?

EOSSB proudly stands as an organization that is life-affirming as well as independence and dignity promoting. The brokerages have proven to be a successful program that stresses individualized supports targeted to help people live a meaningful life and emphasize personal growth.

Take a look at the folks who have chosen to work and live with supports provided by EOSSB. I see a place where dreams and goals are encouraged. I see informed choice making. I see tremendous growth in self confidence and self esteem. I see personal independence. I see job experience and practical work skills leading to that very important paycheck. I see friendship and community inclusion. I see a place where each person’s opinions, needs and feelings are important. I see more customers wanting to serve on the EOSSB board to guide the future of the organization. I see a true community spirit that allows all individuals to live their chosen life to the fullest. Never have our customers had so much input about how they want to structure their lives. They want to make decisions about where they live, where they work and how they spend their free time. Our job is to put that plan into action.

Now, take a look behind the scenes. Our PA’s are wonder workers. They have the important task of assisting customers to achieve their fullest potential and to make their own decisions. They are creative, hard working and passionate about their jobs.

The Board is a dedicated entity. The EOSSB board, like some of the best soups, has a variety of ingredients. They come from different backgrounds, experiences and geographies. They have the charge of effecting workable social change. They strive to fix what is broken, discard what has failed and look for new and innovative ways to be supportive. We do this, even if it means changing the world around us and changing ourselves in the process. Thank you, Board, for your service as well as your gifts of time and talent.

Behind the scenes are the folks who work tirelessly to make the rest of us look good. We thank Linda and Cindy for their good works in the EOSSB office. Jim is our budget guru. He monitors, evaluates and reports on the where’s, why’s and how’s of our EOSSB monies. His experience, knowledge and good humor are fantastic assets.

Bill Uhlman, Executive Director, is my hero. He chose to take on the job of leading this fledgling agency eight years ago because he saw the prospects for positive change as breathtaking. No one wants a boss, but everyone wants a leader. Bill has led us with honor, intelligence and courage. He is a transformative leader and has positioned EOSSB to build on past successes to be an innovating force in the years to come.

Every customer enters EOSSB with powerful dreams for a more positive future. After eight years of walking the talk with the continued enthusiasm and hard work of all, I’m proud to declare that the Eastern Oregon Support Services Brokerage **IS** Mission Possible!

Respectfully,

Zee Koza  
 EOSSB Board President

# Board Activities



## August 2009 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.

**Board members Steve Carlson and Mariah Langer**

## October, 2009

Updated the Strategic Plan/Quality Assurance Plan.

Reviewed the new referral process now that

there is no wait list for services in Eastern Oregon.

Elected Officers.

Discussed upcoming self-advocacy events.

## March, 2010

Reviewed and discussed year-to-date customer, provider and community partner satisfaction survey results.

Reviewed and discussed the 2009 SPD field audit. Adopted the 2009 corrective action plan.

Reviewed and discussed the 2010 Certification review.

Reviewed discussed and accepted the 2009 fiscal audit by Arens and Associates.

Reviewed flex fund spending for this year and budget forecast.

Reviewed the new complaint/Grievance reporting process and the new administrative rule regarding abuse.

## June, 2010

Discussed and adopted Fiscal Year 2010-2011 budget.

Established a nominating committee for the upcoming Annual Meeting.

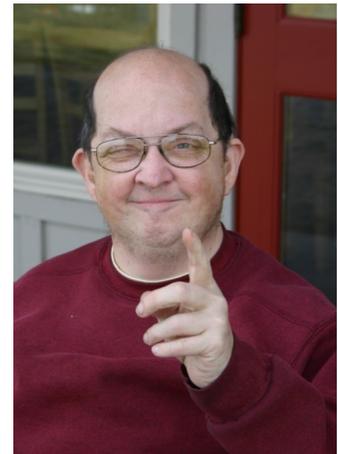
Reviewed Satisfaction Survey results.

Discussed new enrollment capacity and process.

Discussed upcoming changes in workers compensation and possible unionization of domestic employees.

# Board Members

<u>Name</u>	<u>Representation</u>	<u>Term</u>
Zee Koza, President	Union Co—Service Provider	2011
Mike Singleton, Vice President	Malheur Co—Family Member, Community Partner Agency	2010
Kathleen Kim, Secretary/Treasurer	Wallowa Co—Family member	2010
Mariah Langer	Hood River Co—Self Advocate	2012
Josephine Vowell	Baker Co—Family Member	2012
Steve Carlson	At Large—Family Member	2012
Julie Wynn	Umatilla Co—Self Advocate	2012
Sandy Sheehy	Union Co—Community Partner	2012
Charlie Hammett	Umatilla Co—Self Advocate	2011
Barbara Hawk	Gilliam Co—Family Member	2011
Elizabeth Pollick	Umatilla Co—Family Member	2011
Denise Walters	Wallowa Co—Family Member	2010
Karla Colson	Grant Co—Family Member, Community Partner Agency	2010



**Board member Charlie**

**Hammett tells it like it is!**

# Staff

## Administration

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

## Personal Agents

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

## Personal Agents

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

## Personal Agents

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

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

# Executive Director Report

## **Keeping the Dream Alive!**

Last year at this time, we reported that it was time to celebrate because an important milestone has been reached. After 7 years of Brokerage operation, and for some people after 40 years of waiting, there were no counties in Eastern Oregon that reported a wait list for Support Services through Eastern Oregon Support Services Brokerage. There was no longer an "order of enrollment" or quota of enrollments for eastern Oregon counties.

Well, we are now completing our eighth year, and the wait list has returned. In March of 2010, as a result of economic circumstances beyond Oregon's control, our capacity was reduced to 425, and a wait list began to grow.

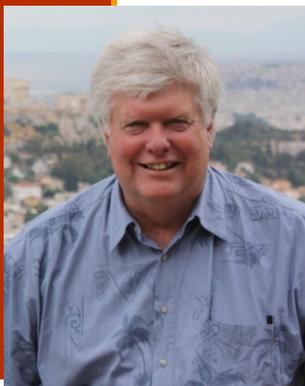
We are now facing additional budget cuts to our administration and our quality assurance program that will further erode our ability to provide the kinds of supports we feel are necessary. And there are likely to be further budget cuts in 2011 as Oregon's Governor has proclaimed that we cannot afford

the government services we have grown accustomed to.

While this reality is indeed grim, imagine for a moment, a rubber band stretched between our vision and current reality. We have a choice. We can allow reality to pull down our vision, or we can work to pull a new reality toward our vision. In these difficult economic times, we must hold true to our vision and use that rubber-band like tension to propel us forward instead of allowing our vision to fade and pull us away from our dreams.

The rubber band-like tension between our vision and current reality is a tremendous source of creative energy. We must continue to use that energy to propel us toward our vision of a world in which all people are supported to be members of their communities, families and neighborhoods and where all citizens are willing to become involved in the lives of the people we support.

## **Keep the Dream Alive!**



**Bill Uhlman,**  
 Executive Director

# Services and Supports

Enrollments	Beginning Enrollment March, 2002	Jun 30 2003	Jun 30 2004	Jun 30 2005	Jun 30 2006	Jun 30 2007	Jun 30 2008	Jun 30 2009	Jun 30 2010
Baker	11	12	23	28	28	30	35	41	44
Grant	3	5	6	6	5	5	5	6	9
Harney	1	9	11	12	11	11	12	11	12
Malheur	17	18	26	32	32	35	40	47	52
Morrow/Wheeler	6	8	9	11	12	15	14	20	22
Umatilla	10	31	55	62	63	76	87	102	113
Union	3	13	21	24	25	31	28	40	41
Wallowa	2	3	7	11	10	9	10	10	13
Mid Columbia	9	31	60	68	73	86	91	110	118
<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>

Effective July 1, 2009, there was no "order of enrollment" or quota of enrollments for eastern Oregon counties. Instead, once an adult was determined eligible for services, and chose to get supports from a brokerage, and met certain other criteria, they were enrolled in brokerage services within 90 days. Enrollments grew to 435. In March of 2010, contracts were revised and EOSSB enrollment was frozen at 425, resulting in entries being based on attrition only, once the cap of 425 was reached. As a consequence, by fiscal year end, there was a small wait list of eight individuals.

Service expenditures have increased each year in proportion to the increased enrollment. A total of \$3,601,558 was spent in

support services for the current year (a 16% increase over last year). The average spending per plan increased from \$703 per person per month at the end of FY 08-09 to \$789 per person per month at the end of FY 09-10.

82% of all Support Funds were spent on Community Living and inclusion Supports which included staff employed to provide assistance with personal skills such as eating, bathing, dressing, and mobility.

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

5% of funds were spent on respite care.

2% 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.

## Current Fiscal year to-date moves

<u>In</u>	<u>67</u>	<u>Out</u>	<u>31</u>
Wait List	61	Death	1
Intra Brokerage	4	Intra Brokerage	4
Inter Brokerage	2	Inter Brokerage	5
		Exit the system	10
		Comp 300	0
		Comprehensive	9
		Refused service	2
		Found ineligible	0

# Local Stories

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

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

These are some of their stories.

## Union County

Tyrell is a young man who lives in Elgin, Oregon. He is a very social, vibrant person, who finds it difficult to do the everyday things most of us take for granted. Tyrell is not street safe, has no stranger danger awareness and few money skills. He can be easily exploited. Tyrell receives natural support from his mother with nutrition, personal hygiene (such as showing, brushing his teeth, wearing clean clothes) medical appointments, communication and money management. Along with these natural supports, he receives assistance from his domestic employee and Independent contractor on what is appropriate when in the community for activities or at work.

miles just to get to La-Grande so he can work. Some of his job duties at New Day are: gluing fabric to caskets and putting the handles on them, working in clerical and cutting paper. Tyrell also has a paper route 2 days per week and his most favorite thing to do as an activity is going with one of his peers and a staff person to get a paper called the nickel. He enjoys going to work and feeling like he is a vital part of his community. Because Elgin doesn't have public transportation he has had to hire someone to provide him transportation to and from work, and this transportation provider also supports him with the appropriate way to dress for work, reminders (when natural supports aren't available) to shower, brush his teeth and wear clean clothes, and make sure he has his wallet. Without the supports he receives from New Day Enterprises and his other providers, Tyrell would not be able to work and earn money to do the community activities that he enjoys, he would be stuck at home, he wouldn't be able to do the things that most

of us take for granted.

With the supports paid for by EOSSB, he is able to work, connect with his peer group, see friends he has made in his community, do activities, such as bowling, bingo, swimming, shopping, and many other activities. Without all the vital supports services he receives (Nutrition, personal hygiene, money management, communication, medical, and community access) his health and safety would be jeopardized, Tyrell feels he is a vital part of his surrounding community, has a healthy, safe and active life.

Tyrell is not the only person that requires support services to be able to function on a day to day basis. In Union county, there are 43 people currently receiving support services in their homes, community and employment settings. Without these vital supports, they would not have the opportunity to be a contributing member of their community.

*“Without the supports he receives from New Day Enterprises and his other providers, Tyrell would not be able to work and earn money to do the community activities that he enjoys.”*

**Nancy Fields  
Personal Agent in  
Union County**



Because Tyrell lives in a small town where there are few employment opportunities for him, he has had to go outside of his little community to work. Tyrell works at New Day Enterprises, and has to travel 22



## Wallowa County

**Lorien James, Personal Agent in Wallowa County**

When most people think of Wallowa County they think about Wallowa Lake, the beautiful mountains, fresh air and the gondola. However, individuals that are enrolled in Eastern Oregon Support Services Brokerage think about all opportunities that are opened up to them through the services they receive. Living in such a rural area can be limiting. Since EOSSB came into the area, our customers have many opportunities to be involved in their communities.

Our local alliance is just one of many things that they enjoy participating in. We do activities such as bowling, swimming, picnics, arts and crafts, the rodeo, fire-works, litter patrol, and many more. Without the alliance and support providers some people would be isolated in their homes and would have no socialization. Through the alliance they get together at least once a month with their peers and other community members to do fun activities and become more involved with the communities around them. Before brokerage enrollment, some individuals had limited community involvement, and spent most of their

time with parents or alone. The involvement with our local alliance has opened many doors, such as employment/volunteering, a social network, community involvement, improved social opportunities, enhanced communication skills and increased independence. I strongly believe that without EOSSB these individuals would have continued down a path that kept them isolated in their homes and very sheltered in their lives. It rings true for all EOSSB customers that the quality of their lives has been greatly improved by the services and opportunities they have through the Brokerage.

EOSSB currently supports 13 people to live fulfilled lives in Wallowa County.



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

## Mid Columbia - Jodiane's Story

Jodiane's story is the epitome of turning a life crisis into a life triumph. After many years of sharing an apartment with difficult roommates she was removed from the home and placed into foster care, utilizing crisis funding from the Mid Columbia Center for Living. The time in foster care gave Jodiane time to reevaluate her life and she decided that she wanted to live independently. Was the decision scary? Yes!, overwhelming? Yes!,

but unachievable? No! according to Jodiane. Against family trepidations and concerns she stuck to her guns and began taking steps to reach her independent living goal. Today, by using brokerage supports wisely and efficiently Jodiane is healthier than she has been in many years and is able to live on her own, maintaining home safety and sanitation. She works in a facilitated employment work shop to supplement her SSI benefits and

meet her monthly expenses. She attends local Arc meetings and social and leisure activities of her choice. Jodiane sums her story up in one simple quote, "I forgot how important and how good it feels to be charge of my own life."

EOSSB currently supports 118 people in the Mid-Columbia counties to live in their own homes or in their family homes.

# Umatilla and Morrow Counties



Kristen Hughes, Personal Agent in Morrow and Umatilla counties and Kristi Avery Lead Personal Agent in Umatilla County

Over the past year we have had many positive changes. We have had many customers move into their own apartments and many who have started working and maintaining their employment.

This past year has been the year of medical emergencies that have had a positive outcome due to the care and determination of the providers who support our customers. They have shown what this program is all about

by providing constant and necessary care.

Our local alliance group has continued to focus on fundraising for a camping trip. We did one car wash in Pendleton and two in Hermiston. Our camping trip is going back to Wallowa Lake for the 3<sup>rd</sup> year.

EOSSB currently supports 113 people in Umatilla and 20 people in Morrow county.

## -Stephanie's Story

Stephanie is a sweet young woman with a strong will to beat the cancer she has had since she was a young child. She has endured the long and painful surgeries and treatments that follow the cancer. She has had several surgeries to remove the cancerous tumors that grow near her brain. Each time she has worked hard to relearn lost skills, gain strength in her body and fight the pain that comes after each sur-

gery. Each surgery has resulted in a loss of balance and mobility and she now uses a walker with close assistance to get places.

Stephanie was an active participant in Special Olympics equestrian for many years, track and field, bowling and swimming. She just recently decided to take a break from Special Olympics to pursue other activities. She loves animals, especially horses. She has several pets at home and

she enjoys taking care of them. She also likes to go fishing, to horse shows, concerts, rodeos, visit friends and relatives, to movies, to sports events and volunteer activities. She has several pets at home and hires a provider of her choice to assist her when her mother is not there. She is able to attend the activities that she chooses and can stay home if she is not feeling well. She has the support she needs to complete all of her personal care, shopping, attending appointments and many other things each day. Her provider is able to drive her to the store, to visit friends or other places she needs to go.

Stephanie just celebrated her 34<sup>th</sup> birthday yesterday. She had a nice party with her family and friends gathered at her home. She has always had a great attitude towards life and a quiet sense of humor. I think we can all learn something from Stephanie about how important a positive attitude is.

Stephanie receives ser-

*"I think we can all learn something from Stephanie about how important a positive attitude is."*

Stephanie loves animals, especially horses.



2010/05/13

## -Adam's Story



**Rose Berg,**  
**Personal**  
**Agent in**  
**Umatilla**  
**County**

Adam is a young man with a mission, he wants a job. "I want to work on things with my hands; I don't want to be bored." Adam worked several different volunteer jobs in high school and was always complimented on being a hard worker, but entering the job market after high school had proven difficult for him. Since graduation, Adam has worked a few hours a week doing janitorial work at the Agriculture

Experience Station in Adams, but he felt that he wanted more, a job working around others and going to work every day.

Adam lives with his family who all work or go to school and Adam missed having something to do each day. He has a provider who works with him, but he felt that he wasn't having a "real life, like everyone else." His family worried about him and his quality of life. They continued to encourage Adam to apply for jobs and try new activities, but Adam was becoming depressed. He started to want to stay home more and more and quit doing things that he enjoyed.

With the help of his Brokerage Supports Adam finally has a job that means something to him. Adam is working with a vocational agency; Trenditions, in Pendleton. Adam does a variety of jobs from light janitorial, document destruction, and his favorite; concrete work. Adam and a crew are making garden art such as flower pots, stepping stones, and statues. Adam does everything from cleaning and prepping the molds, to mixing the concrete, making the pour, and completing the finish work of the art piece. The pieces are then offered for sale in the recently opened retail store, another place that Adam works in. When asked what he likes about his work he says, "I'm busy, I work with concrete, and I make money."

*I'm busy, I  
work with  
concrete, and I  
make money"*

*-Adam*

## -What it's like to be a new Personal Agent

It's been a crazy couple of months since joining the EOSSB team, but more than "crazy"...it's been a pleasure! I have met some amazing people lately and cannot wait to become acquainted with more. It has been a blessing to have Kristi (my lead Personal Agent) available to answer my abundance of questions. She couldn't be more willing to help! I would like to thank Linda (Office Manager) for staying so patient with my errors of "newness". I cannot even imagine what it is like for her on a daily basis, managing so many different tasks that are necessary for EOSSB to

run smoothly. I am super thankful for my previous experience as a caseworker in Texas and as a Coordinator with Horizon Project. Without those experiences under my belt, the transition to Personal Agent could have been one huge, confusing disaster! It has actually been pretty smooth and comfortable. I look forward to learning more and more so that I may fully establish a positive role with our customers and our wonderful team. EOSSB is doing far more for people with developmental disabilities in the state of Oregon than people realize. I hope that I can help

take part in spreading the word along to everyone who doesn't know about us. I am proud to be part of something so incredible and feel honored to say I work for EOSSB, because...well, we're pretty FANTASTIC.



**- Tina**  
**Crowell,**  
**Personal**  
**Agent**

# Baker County—Atheena's Story



Rene' Kesler, Personal Agent in Baker and Malheur Counties

*"The people I work with through brokerage understand and support me. I think life would be terrible without brokerage."*

We have many good examples in Baker County of Brokerage customers who are learning the power of setting goals. Atheena lives in Baker City Oregon. She recently moved into a new apartment with her mom. During this past year Atheena has made many positive choices in her life and for her life. She has been accessing our community in many ways. She participates in Brokerage activities and has made new friends. She helps plan activities and dances and is a valuable member of our people first's planning team. She has been active and competing in Special Olympics and is now competing in The Eastern Oregon Celtic Society.

She competed in the Athena Cold Stone Challenge last month and said... "Can you believe it Rene' I competed against

a girl that competed in Ireland last year, she is [not disabled] and I beat her! Now she wants a re-match." Atheena received First place in the Women's Anvil Toss, Second in the Open Stone Toss, Third in the Cabar Toss (a log between 11' and 20'), Third for weight and distance, Third for weight over bar, Third for Hammer and Second for Sheaf Toss ( a 12 lb gunny-sack thrown over a bar for height). Congratulations Atheena and to all the other Brokerage Athletes that day! Way to go! Atheena is just one great example of what Brokerage and Self-Determination is all about.

EOSSB supports 44 people to determine their own lives in Baker County

# -Merry's Story

I was born on 8.6.1969 in Salt Lake City, Utah.

I moved to Baker City, Oregon on 8.6.2004. I entered EOSSB brokerage services on 2.24.2005. I wasn't sure about hiring providers at first, because I am very private. Tamara was my first provider. I chose Tamara because she was a good friend, enjoyed the same activities and I felt like I could trust her. I learned how to cook, how to get to know others, problem solve and get communicating and help with that from Tamara. I felt like part of Tamara's family. I felt that Tamara was much more a natural support

because of feeling like family, so that's how it is now.

I hired other providers to continue to work on building skills with living supports and community inclusion. I also have developed lots of natural supports in my community. I joined The Eagles Lodge and I do lots of volunteer work for the lodge. I go to Harvest Assembly of God, to worship. I like my church because it's more Biblical and I enjoy the worship. I have lots of friends there—Kelly, Sis, Ariaah, Vicki, Randy, Pastor Monte, and Jim.

For my new plan year, I have put in volunteering. I volunteer at St. Elizabeth nursing home and Settler's Park. I sing to the resi-

dents with a group of people who go to different churches in Baker City. We do this weekly. I also visit people, in their homes, who are recovering from cancer.

I am also involved in some People First activities and I always help with the EOSSB monthly luncheons. I am on the Mountain Valley Mental Health committee that advises MVMH about goals, needs and things that should be changed or kept the way they are. It's called the Q.I.C. committee. I have great supports from everyone in brokerage. The people I work with through brokerage understand and support me. I think life would be terrible without brokerage.



Annabelle Hirsch, Lead Personal Agent in Baker County

# Malheur County

Self-Determination is the term I would use to sum up the growth this past



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

year in the individuals that I have the honor to serve. This past year I have made more revisions to customer's plans than I have in all the years I have worked for EOSSB.

People are choosing to interview and hire providers on a trial basis. If for some reason the chemistry is not there, our customer's have kindly let pro-

vider's go and continue down the interview and trial basis hiring until they have connected with a provider for long term supports. We have brokerage individuals creating, suggesting and assisting in developing new events and outings to work on and enhance their social skills. Some individuals and families have developed close friendships through the brokerage and have continued the relationship's outside of brokerage settings.

Others have begun accessing and trying services from differ-

ent agencies in our area, such as employment skills through WITCO and EOCIL, accessing VR, MCOA which offers a bus route for transportation and developing and maintaining social and safety skills through self-recruited domestic employee's, independent contractors and agencies.

Customer's goals have been reached and lives have been expanded. These are often goals that they have never thought of or imagined to accomplish before brokerage services.

EOSSB supports 52 people in Malheur County.

# Harney, Grant and Wheeler Counties

Once again, it has been a very busy year! New people have entered the Brokerage while a few have moved away. We will miss the ones who have left but we are certainly happy to have the new people aboard!.

One person who comes to mind that recently entered our Brokerage is someone who moved to John Day from the "Big City." The fresh air of Grant County, and the beautiful acreage Chris and his parents live on has improved his health already! One thing we were able to assist Chris with (thanks to our Flex Fund) was to help his parents get him a chairlift so he would be able to go downstairs to their family room. The family room is where they all get together to

make bird houses (this family makes wonderful birdhouses and sells them as a way to pay for expensive items such as a chairlift, widening doorways so Chris' wheelchair can get through, etc.) and they have been very successful at it. Chris can now go downstairs and watch the fun and activity as well as watch movies with his family and just be where the action is. Karen, his Mom, says this has had a big impact on Chris and she is so grateful that EOSSB could assist with his chair lift as it has truly made a difference in Chris's life. Walter, Chris's Dad, stated: "The Brokerage is a wonderful asset for people with disabilities and they have certainly helped us out."

We also just had our annual Iget-together for Grant, Harney & Southern Wheeler Counties. We have a picnic at Seneca Park which is a half-way point between John Day and Burns. This gives everyone an opportunity to meet people from adjoining counties. But, as our customers can attest, it is not always "fun and games". Our customers (and providers) work extremely hard to meet the identified ISP goals for each individual and our social get-togethers are just our way of saying;"Thank you—we appreciate each and everyone of you!"



**Sher Scribner , Personal Agent in Harney, Grant and Wheeler counties**

**EOSSB**

**supports 23**

**people in the**

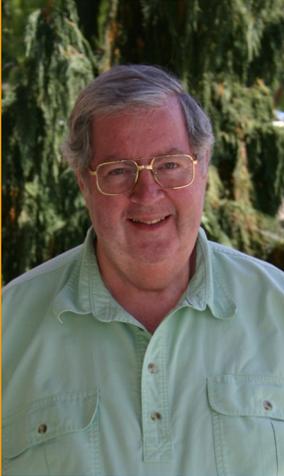
**fresh air of**

**Harney, Grant**

**and Wheeler**

**Counties.**

## Financial Report-July 1, 2009 to June 30, 2010



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.”*

	FY 09-10	FY 09-10	Deviation	FY 10-11
<u>Revenue</u>	<u>Budget</u>	<u>Actual</u>	<u>from 09-10</u>	<u>Budget</u>
DD 148 Brokerage Operations	1,062,579	1,067,569	4,990	1,146,028
DD 149 Support Services	3,812,496	3,601,668	-210,828	3,795,244
FI Services	14,000	14,205	205	14,000
Interest Income	6,000	398	-5,602	6,000
United Way	400		-400	
Misc Income	0	1,376	1,376	
<b>Total Revenue</b>	<b>4,895,475</b>	<b>4,685,216</b>	<b>-210,259</b>	<b>4,961,272</b>
<b><u>Expenses</u></b>				
Payroll Expenses (salaries)	637,239	623,890	-13,349	659,510
Payroll Taxes & Benefits	216,717	207,384	-9,333	246,657
<b>Total Salaries and Expenses</b>	<b>853,956</b>	<b>831,274</b>	<b>-22,682</b>	<b>906,167</b>
Board/Volunteer Support	12,000	11,414	-586	13,500
Dues and Subscriptions	3,500	4,839	1,339	3,900
Insurance	8,000	6,979	-1,021	8,000
Miscellaneous	4,500	4,031	-469	4,500
Postage and Delivery	7,400	8,795	1,395	9,000
Professional Fees	13,218	18,627	5,409	25,000
Rent	14,300	13,678	-622	14,300
Telephone/Communications	33,589	34,797	1,208	36,000
Training - Staff	3,500	3,254	-246	4,200
Travel	88,000	76,910	-11,090	77,000
Office Supplies	20,616	24,186	3,570	26,000
<b>Total Services and Supplies</b>	<b>208,623</b>	<b>207,510</b>	<b>-1,113</b>	<b>221,400</b>
Support to Individuals	3,812,496	3,601,668	-210,828	3,795,244
Fiscal Intermediary Expense	14,935	15,094	159	9,476
Flex Fund, transport & other	9,600	10,979	1,379	6,000
Equipment Purchases	0	2,126	2,126	18,461
Operating Reserves	-5,000	15,000	20,000	0
<b>Total Other Expenses</b>	<b>3,832,031</b>	<b>3,644,867</b>	<b>-187,164</b>	<b>3,829,181</b>
			0	
<b>Total Expenses</b>	<b>4,894,610</b>	<b>4,683,651</b>	<b>-210,959</b>	<b>4,956,748</b>
<b><u>Net (Revenue- Expenses)</u></b>	<b>865</b>	<b>1,565</b>	<b>700</b>	<b>4,524</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 2009-2010, \$10,979 in Flex Funds were expended on behalf of our customers.

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

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

## 2005-2010 Quality Assurance Plan

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

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

- Customer Satisfaction results including comments on each question.

- Customer Satisfaction results compared across years and with statewide data

Community Partner and Provider Satisfaction results including comments on each question

# Customer Satisfaction Report



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

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

- 54% were filled out by the individual receiving services.
- 43% 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.

193 out of 387 surveys were returned for a return rate of 50%.

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

Yes 130 (68%) Not Sure 43 (23%) No 18 (9%)

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

All the time 151 (81%) Sometimes 36 (19%) Not at all 0 (0%)

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

Yes 179 (96%) Not Sure 8 (4%) No 0 (0%)

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

Very Happy 162 (85%) They're Okay 23 (12%) Not Happy 5 (3%)

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

Yes 171 (90%) Not Sure 16 (8%) No 3 (2%)

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

Yes 48 (26%) Not Sure 55 (30%) No 83 (45%)

7. Do you feel safe?

All the time 171 (90%) Most of the time 16 (8%) Not really 3 (2%)

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

Personal Agent	Yes 159 (93%)	No 9 (5%)	Sometimes 3 (2%)
Support Staff	Yes 134 (93%)	No 4 (3%)	Sometimes 6 (4%)
Family	Yes 138 (89%)	No 12 (8%)	Sometimes 5 (3%)
Friends	Yes 129 (87%)	No 12 (8%)	Sometimes 7 (5%)
Others	Yes 89 (78%)	No 19 (17%)	Sometimes 6 (5%)



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

Yes 158 (87%) Not sure 21 (12%) No 3 (2%)

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

A lot better 152 (84%) A little better 25 (14%) No better 3 (2%)

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

Personal Agent Yes 162 (95%) No 4 (2%) Sometimes 5 (3%)

Support Staff Yes 139 (95%) No 3 (2%) Sometimes 5 (3%)

Family Yes 150 (91%) No 10 (6%) Sometimes 5 (3%)

Friends Yes 129 (87%) No 13 (9%) Sometimes 6 (4%)

Others Yes 76 (78%) No 14 (14%) Sometimes 7 (7%)

12. I am happy with my life.

All the time 114 (61%) Most of the time 72 (38%) Not really 2 (1%)

13. Are you satisfied with where you live?

Very Happy 150 (83%) It's Okay 28 (16%) Not Happy 2 (1%)





**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.

