

# 2017 Annual Report

JULY 1 2017 TO JUNE 30 2018

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## Vision

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



## Mission

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

# Principles of Self-Determination

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

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

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

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

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

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

## Values

**Dignity and Respect:** All people have an inherent right to be treated with dignity and to be respected as a whole person with regard 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 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. And while budgetary constraints prevented that from occurring on schedule, over 7800 people are now served by support service brokerages, including 472 in the 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

develop 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 President Report

Presidents report  
Annual Meeting 2017

It is done! Bill has retired and has left our organization in very capable hands. Laura worked as his understudy for three years while also acting as one of our personal agents. As far as I am concerned, the board's strategy to hire his replacement prior to his retirement for a smooth transition, worked very well. Laura already has grabbed the "bull by the horns" and taken action on pending issues. Especially, integrated employment for those who want to be employed!

The resolution that passed last year about making every effort to find employment for those who want to be employed has been moving forward. Personally, I am very pleased to see that our communities are embracing employment of individuals with Intellectual and Developmental Disabilities. I am a firm believer in balancing employment with self-determination and choice. I appreciate that EOSSB personal agents provide choice for our members with the driving factor of honoring individual choice. That is a byline of our

Eastern Oregon Support Services Board. When I see people enjoying life, taking part in their own planning, and making choices "they" want, it makes me happy.

We all wish Bill our best and thank him for his outstanding service. Our organization functions better than most because of his leadership and the foundation he built. 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.

Sincerely,

Steve M. Carlson  
EOSSB President



## 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/Tres.	Family Member—Wallowa County	2019
Julie Kay Dudley	Family Member—Union County	2019
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
Emily Moe	Self advocate—Baker County	2018
Beckie Bither	Family Member—Umatilla County	2019
Jamie Follett	Family Member—Umatilla County	2019
Lon Thornburg	Community Partner—Umatilla County	2019

## Board Activities

### September, 2016 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, 2016

Staff, customers, and board members shared good things happening in their region since the last meeting. Capacity was increased to 472 with actual census of 473 and individuals waiting on the waitlist. Our funding remains stable at this time. We discussed a Quality Assurance field review which occurred in June and our timeline for addressing corrective action steps. There was a Supreme Court Ruling

regarding PSW's now being eligible for overtime retroactive to 1/2016, which created an Oregon budget buster and caused the state to implement 40/50 caps on hours per week a PSW could work. The state also launched an ANA D version to reduce costs within our system by reducing customers on average 30% in their monthly accessible allotment. Financial report submitted and approved.

### March, 2017

Staff, customers, and board members shared good things happening in their region since the last meeting. We hired a new Associate Director, Francie Karr, to begin taking over Laura's half-time caseload and providing support during our agreed upon transition with Laura appointed to assume Bill's position upon his retirement. The fiscal audit for fiscal year 2015-2016 was reviewed and approved.

It required no reconciliation and we received a clean audit.

### June, 2017

A budget for the next fiscal year, July 2017 through June 30, 2018, was discussed and action will be taken in Oct. to adopt a budget as we have yet to receive our final workload model numbers which determine budget numbers. Laura and Bill have been meeting weekly on transition related items to create a smooth transition. ODDS was sued by Disability Rights Oregon on April 10, 2017, due to the 30% reduction customers experienced in their monthly assessed allotments. ODDS and DRO entered into a preliminary injunction which has restored all impacted customer hours. This resulted in our PA's making contact with all impacted individuals. Financial reports were reviewed and approved.



**Board member**

**David Russell**

# Executive Director Report

June 2017, was a time for EOSSB to celebrate Bill's service to our agency as our founding director and leader. It was a bittersweet month as Bill's leadership in the face of ever present change has kept our organization strong. He gracefully endured multiple retirement parties which proved difficult for him as he's never been one to be in the spotlight. His focus has always been on doing good work, benefitting our agency, and our mission. Our mission has not changed which ensures that we continue to represent and support 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!

Overall 2016-17 has been challenging and exciting on many fronts. Some of our highlights include:

- We increased capacity to serve 472 individuals which eliminated our waitlist and allows our customers choice about where to receive their case management services. We are slated to increase our capacity to 514 during this next biennium.
- Due to previous legislative direction the State of Oregon initiated a 30% reduction in service hours through the Adult Needs Assessment. This reduction rolled out in Nov. 2016, and continued through April 2017. In April ODDS entered into a preliminary injunction with Disability Rights Oregon (DRO) which stopped service reductions and restored all impacted customer hours. This created a high workload demand on personal agents to contact all impacted individuals and restore hours based upon individual choice. The injunction has had an overall positive impact on customers having effective supports but much remains unclear moving forward. ODDS is working with stakeholders on designing and implementing the One Needs Assessment (ONA) which is slated to roll-out in 2018, and will eventually replace the ANA.
- We have continued to support our customers in obtaining employment which is consistent with Oregon's Employment First status, the Lane v. Brown settlement, and our mission. We have had several members featured prominently in the statewide Employment First Campaign. Workshops throughout the state of Oregon have continued to transform from owner operated sites to supported employment agency assisting individuals to locate and maintain community employment.
- We have worked with community partners on hosting local alliance events, community luncheons, fundraising events, and creating new partnerships in the community. We had several Sprout Film festivals during the past year in Union and Umatilla.
- We participated in a legislative advocacy event in March 2017, that acted as a springboard for EOSSB to become better acquainted with our legislators and senators which allows us to keep them abreast on how service cuts impact Oregonians with disabilities.
- We hired a new Associate Director, Francie Karr, in March 2017, to allow for Bill and I to address transition related items prior to his retirement in June.
- We recently hired a new Personal Agent in the Mid-Columbia area Maira Gomez-Mojica. She is replacing Blanca Sandoval who has relocated to California. We will miss Blanca's advocacy and her dedication to our members. We wish her well and we welcome Maira who comes to us with a wealth of experience.

This update would not be complete without noting the difficult decisions that occurred during the legislative session for the 17-19 biennium. Regional programs that assist individuals in crisis have been eliminated in most of the state with the exception of our Eastern Region. Our Region will continue to be funded but their funding will come from Greater Oregon Behavioral Health Inc. (GOBHI) instead of the State. The legislature also reduced the family support program by 1/2 or \$1.3 million General Fund dollars, which could affect approximately 500 children and their families. ODDS still needs to identify an additional 12 million in reductions or savings to remain within their budget. The State is working with community partners and stakeholders identifying additional cost saving measures. Regardless of the twists and turns of State policy and funding, EOSSB remains committed to our values rooted in the principles of self-determination.

I remain optimistic and look forward to moving forward as your Executive Director. ~ Laura

# EOSSB Staff



Laura Noppenberger  
Executive Director



Francie Karr  
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 Clafin  
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



Maira Gomez-Mojica  
Personal Agent  
Mid-Columbia

# Michelle Potts—Safeway Courtesy Clerk



Michelle Potts has lived in Milton Freewater her entire life. She is involved in a variety of activities and knows a lot of people in this small community. Over the past several years, many small businesses have changed hands or closed. This limited Michelle's job opportunities. However, Michelle had previous experience working for McDonalds and Conoco as well as Regency Assisted Living and was determined to find a job, preferably working as an office assistant or in some capacity with either WalMart or Safeway.

Michelle's PA referred her to Vocational Rehabilitation in Milton Freewater where Michelle continued to look for work for quite

some time. When Safeway had job openings, Diane Ashley (VR Counselor) and Michelle's PA and PSW assisted her in applying online and talking with Safeway management. The positions were filled and time went by while Michelle continued her job search.

Eventually, Diane Ashley decided to talk to Safeway management again, and this time Michelle interviewed for a position and was hired. Trenditions provided some initial job coaching and Michelle learned her job quickly.

Michelle works as a courtesy clerk with a variety of job duties. She works about 25 hours per

week, mornings and afternoons. She lives close to work and either drives to work or walks when the weather is nice.

Michelle's supervisors at Safeway are happy to have her as part of the team. They say that she is dependable and always willing to fill in if needed. She is enjoyable to work with and has become a valued staff member.



## Ethan—Blue Mountain Lumber

Ethan moved to Pendleton in 2015 with his family. Originally from Klamath Falls, Ethan previously worked in a sheltered workshop, making wood pallets at far below minimum wage.

When he moved to Pendleton, Ethan was referred to Vocational Rehabilitation services. VR counselor Diane Ashley said Ethan was vocal about the type of work he wanted to do: lumber. “He loved that kind of work and I really couldn’t get him to consider anything else,” she said.

Diane connected with Jeff Roach, plant manager at family owned-Blue Mountain Lumber Products in

Pendleton. Jeff said Blue Mountain did not have experience hiring people with intellectual or developmental disabilities, and he was hesitant at first about bringing someone into a physically intense job. “I wanted to be sure he’d be safe”, he said.

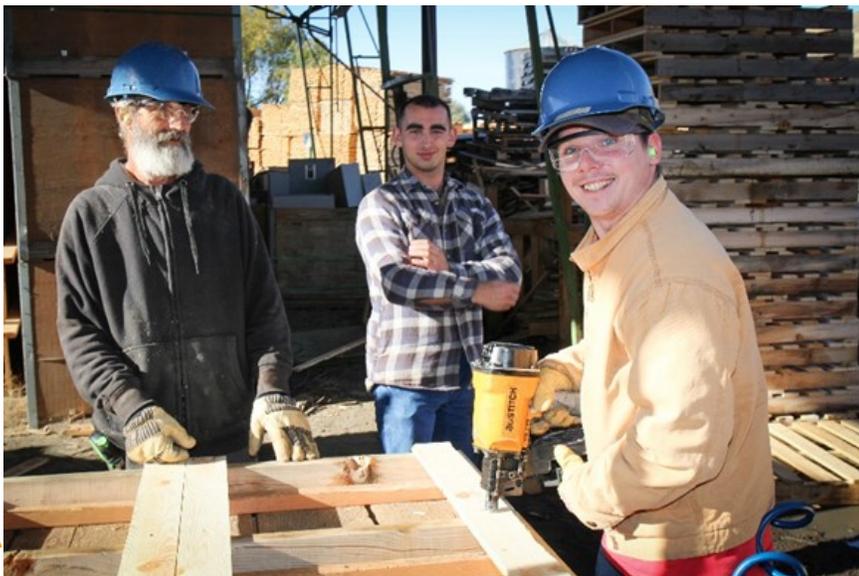
Other than the physical nature of the job, Jeff said his other goal was for Ethan to become part of the team. He hired Ethan in April, 2016, at 28 hours per week.

“My biggest goal for Ethan was for him to be like everyone else here,” Jeff said. “These guys work hard and they like to joke around and give each oth-

er a hard time.”

Ethan is part of a team that makes wood pallets. “He is just one of the guys here,” Tom said. “He takes a good ribbing out there from the guys, and he dishes it right back out.”

In the beginning, productivity was a priority for Ethan. “I set a goal each morning for him when he came in, and increased it by one every day,” Tom said. “He brings a work ethic that is hard to find out there. He wants to produce good pallets and wants to make sure he is making something we can use. He is just another one of the guys out there working and getting the job done,” he said. “He is no different than anyone else. He’s one of the most dependable workers we’ve got here.”



# Alfredo - A Community Success Story



Alfredo Rivera is a 21 year-old, 2017 graduate of Ontario High School. Says PA, Annabelle Maartense, "I have known Alfredo since he was 18 years old. He has always said, 'I want to go to Treasure Valley Community College (TVCC) when I graduate from high school'", and thanks to a dedicated, hardworking group of people, this September that dream will come true.

Debbie Durham, YTP Coordinator, (Youth Transition Program), helped Alfredo find a volunteer position at Ontario High School working in the science department. Alfredo assisted teachers and filed paperwork for them.

Alfredo was successful in this volunteer position and is planning to attend TVCC this fall to pursue a certification in the clerical field. Debbie assisted Alfredo in getting set up with an advisor at TVCC as well as coordinating Alfredo's transition with V.R. this summer.

Alfredo has had a very dedicated team of teachers and community partners working with, and advocating for him. Thanks to the local Employment First team and their work with community partners and the dedicated staff at TVCC, career path coursework is now available, where it was not a few years ago. These employment path programs offer students like Alfredo the chance to graduate with a certificate in their chosen field. These students will graduate having received meaningful

training in their chosen field of employment when their course work is completed.

It is difficult for many young people to adjust to the many life changes they face when graduating from high school, but Alfredo is looking forward to school this fall.

The supports Alfredo has received from so many professionals, has helped him plot his course for a fulfilling job once his training has been completed. This is a wonderful program through Treasure Valley Community College, with certification offered in many fields of study. Thanks to these dedicated professionals and with a lot of hard work on Alfredo's part, this focused young man will be meeting his goal and fulfilling his dream of going to college.



## Kurt - Is working 2 jobs that he loves!

Kurt lives in The Dalles, Oregon, where he works two jobs and is very active in his community. Kurt first became employed at Beachwood Eatery in March 2017, working three days a week for 2 hour shifts. He washes and puts dishes away, does some light cleaning, and wipes down counters. The owners of Beachwood have indicated they enjoy having Kurt come to work as he knows most of the customers, and gets along well with everyone. Kurt loves his job and loves eating at the Beachwood!

However, Kurt still wanted to work more hours and he's always indicated his dream job would be working in an office-type environment.

His OVRs Counselor Darla Kennedy supported Kurt by keeping his file open so he could continue to look for additional employment doing office work. In July 2017, Kurt found his office job at the Wasco County District Attorney's office.

He works an additional two days a week for the DA's office. Kurt is now working 13 hours a week between both

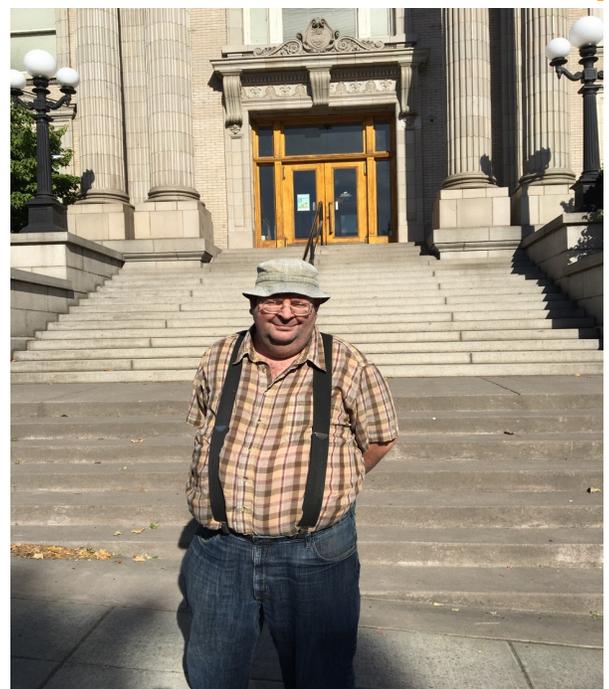
of his jobs and goes to work Mon-Fri.

The DA's office designed an Office Specialist position to scan old criminal files that currently occupy much of their vault space at the courthouse. These old files take up a lot of space and searching for the right file takes time. Kurt is assisting the DA's office to eliminate the old paper files and digitize their system to making it searchable. This allows public and law enforcement officials to locate old files faster and more efficiently. Kurt procures files from the vault, organizes them into specific segments, scans,

names, and saves them onto thumb drives by year. This allows old paper files that take up space to be shredded and frees up additional space in the courthouse. The DA's office worked with Kurt, his OVRs counselor, his Personal Agent with EOSSB, and his vocational agency, Opportunity Connections, to design a job that would meet both Kurt's needs and the DA's needs. Eric Nisley (District Attorney) has been very satisfied with the position and he's pleased someone has the attention to detail Kurt has!

Kurt is excited to go to work each day and likes the variety his two jobs provide him.

Congratulations Kurt!



Picture taken in front of Wasco County Courthouse

# Financial Report-July 1, 2016 to June 30, 2017

## Financial Report (audit pending) Fiscal Year: July 1, 2016 to June 30, 2017

<u>Revenue</u>	<u>FY 16-17 Budget</u>	<u>FY 16-17 Actual</u>	<u>Deviation from 16-17 Budget</u>	<u>FY 17-18 Budget</u>
DD 148 Brokerage Operations	1,522,710	1,520,836	(1,874)	1,850,500
Prior Year Rev. - Returned to State	0	(39,333)	(39,333)	0
Interest Income	400	201	(199)	400
Misc Income	1,400	688	(712)	1,400
<b>Total Revenue</b>	<b>1,524,510</b>	<b>1,482,392</b>	<b>(42,118)</b>	<b>1,852,300</b>
<b>Expenses</b>				
Payroll Expenses (salaries)	873,593	878,662	5,069	1,046,893
Payroll Taxes & Benefits	359,835	370,322	10,487	453,448
<b>Total Salaries and Expenses</b>	<b>1,233,428</b>	<b>1,248,984</b>	<b>15,556</b>	<b>1,500,341</b>
Board/Volunteer Support	15,000	11,789	(3,211)	15,000
Dues and Subscriptions	9,500	9,955	455	10,000
Depreciation (equipment)	5,000	4,907	(93)	5,000
Insurance	11,000	13,294	2,294	14,000
Miscellaneous	8,000	8,408	408	9,000
Postage and Delivery	6,000	5,284	(716)	6,000
Professional Fees	40,000	44,964	4,964	45,000
Rent/Utilities	31,000	27,553	(3,447)	31,000
Telephone/Communications	35,000	32,127	(2,873)	45,000
Training - Staff	7,500	4,998	(2,502)	7,500
Travel	91,000	88,998	(2,002)	100,000
Office Supplies	30,000	19,770	(10,230)	30,000
<b>Total Services and Supplies</b>	<b>289,000</b>	<b>272,047</b>	<b>(16,953)</b>	<b>317,500</b>
Flex Fund, transport & other	1,800	3,781	1,981	1,800
<b>Total Other Expenses</b>	<b>1,800</b>	<b>3,781</b>	<b>1,981</b>	<b>1,800</b>
<b>Total Expenses</b>	<b>1,524,228</b>	<b>1,524,812</b>	<b>584</b>	<b>1,819,641</b>
<b>Net (Revenue- Expenses)</b>	<b>282</b>	<b>(42,420)</b>	<b>(42,702)</b>	<b>32,659</b>

*"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.

- 37% were filled out by the individual receiving services.
- 61% were filled out by another on behalf of the individual but from the perspective of the individual receiving services.
- 1% were completed by a significant other of the individual receiving services.

152 out of 495 surveys were returned for a return rate of 31%.

*“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 116 (70%) Not Sure 33 (20%) No 17 (10%)

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

All the time 135 (82%) Sometimes 29 (17%) Not at all 2 (1%)

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

Yes 149 (90%) Not Sure 11 (7%) No 4 (3%)

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

Very Happy 146 (89%) They're Okay 13 (8%) Not Happy 5 (3%)

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

Yes 149 (91%) Not Sure 11 (7%) No 3 (2%)

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

Yes 30 (20%) Not Sure 46 (30%) No 76 (50%)

7. Do you feel safe?

All the time 141 (86%) Most of the time 23 (13%)

Not really 1 (1%)



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

Personal Agent	Yes 148 (94%)	No 5 (3%)	Sometimes 5 (3%)
Support Staff	Yes 122 (90%)	No 7 (6%)	Sometimes 6 (4%)
Family	Yes 128 (90%)	No 8 (6%)	Sometimes 5 (4%)
Friends	Yes 107 (82%)	No 18 (14%)	Sometimes 6 (4%)
Others	Yes 67 (73%)	No 15 (16%)	Sometimes 10 (11%)

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

Yes 126 (78%) Not sure 27 (17%) No 8 (5%)

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

A lot better 136 (85%) A little better 20 (13%) No better 3 (2%)

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

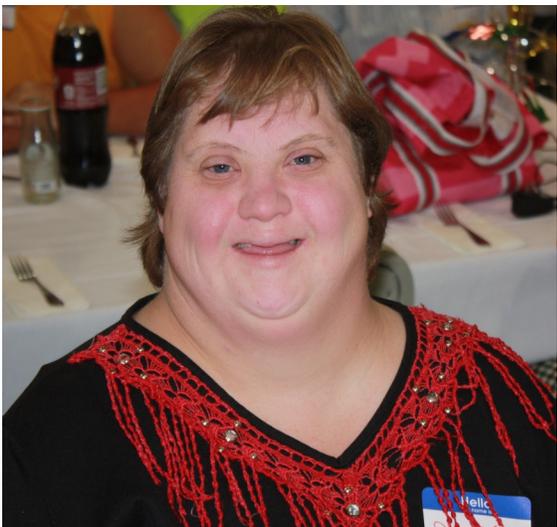
Personal Agent	Yes 149 (93%)	No 7 (4%)	Sometimes 4 (3%)
Support Staff	Yes 127 (94%)	No 4 (3%)	Sometimes 5 (3%)
Family	Yes 128 (90%)	No 10 (7%)	Sometimes 5 (3%)
Friends	Yes 114 (88%)	No 14 (11%)	Sometimes 2 (1%)
Others	Yes 73 (80%)	No 14 (15%)	Sometimes 5 (5%)

12. I am happy with my life.

All the time 112 (70%) Most of the time 47 (29%) Not really 1 (1%)

13. Are you satisfied with where you live?

Very Happy 130 (82%) It's Okay 24 (15%) 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 to support customer needs. The operational guidelines for use of the fund are as follows:

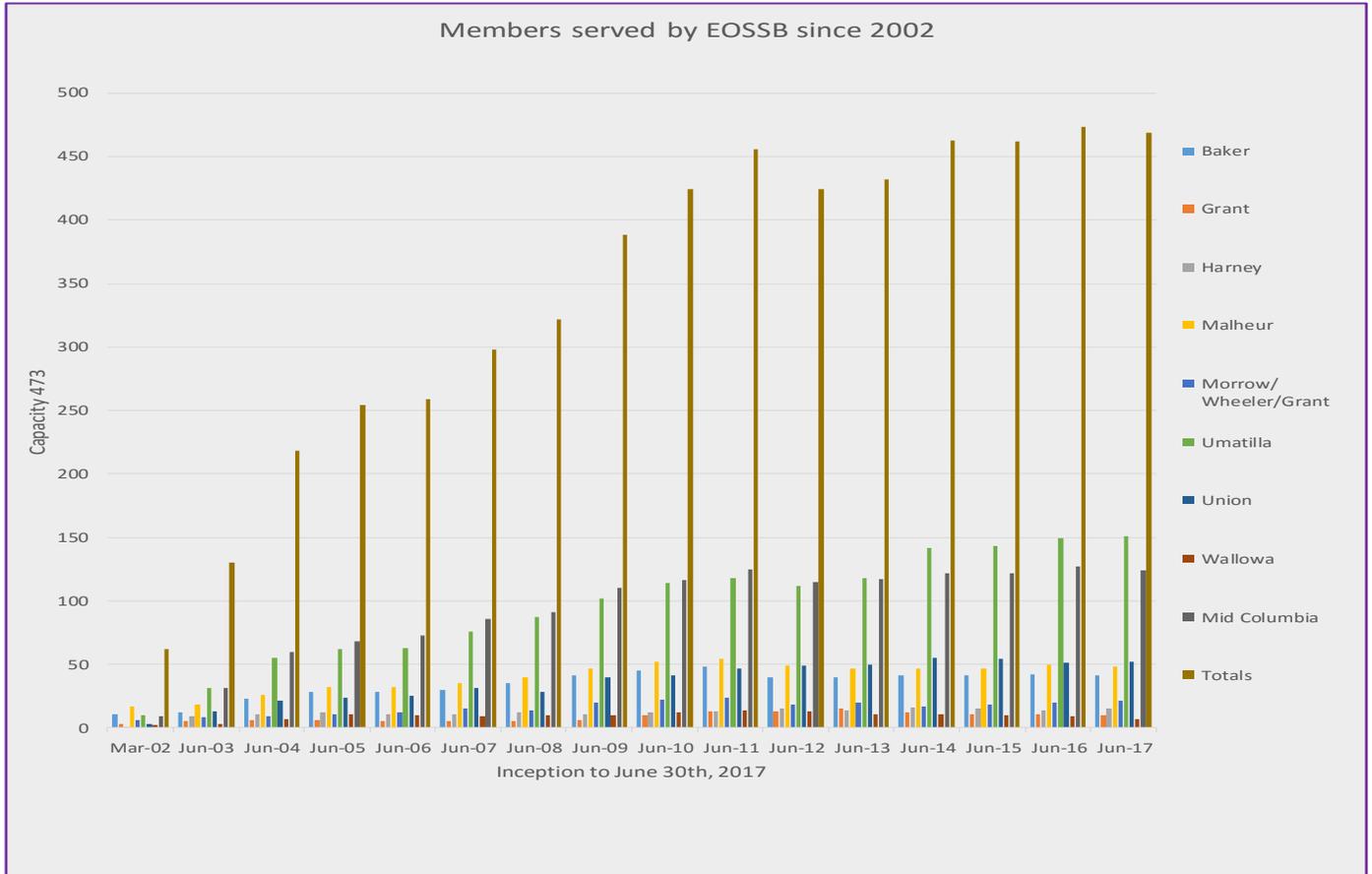
Funding requests are made by Personal Agents.

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 from our accounts. Consequently, the majority of the flex funds expended this year came from prior years' 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 2016-2017, \$964 in Flex Funds were expended on behalf of our customers. Approximately \$6,775 remains. Additionally \$776 was spent from local fundraising for special local projects.



EOSSB has a contracted capacity of 472 which has remained the same since last year. Throughout the years, our actual census typically fluctuates within a few people of that capacity. We were able to

address our previous waitlist from the last FY 15-16 and we currently have 3 openings.

Our capacity during the 17-19 biennium is increasing to 514 individuals or 41 people over the next biennium which will allow EOSSB to serve a greater number of individuals while

also maintaining case load sizes on average of 1:36 or lower. Our largest areas of growth continue to be in the Umatilla and Mid-Columbia areas. We will be hiring additional Personal Agents in order to keep case load sizes at levels that allow for excellent support and effective advocacy to meet individual needs.

Exit reason	FY 2014-2015	FY 2015-2016	FY 2016-2017
Move out of state	7	5	4
Moved in state	11	3	5
No Contact exit	4	2	2
Death	5	1	4
Choice to CDDP	6	3	4
Comprehensive services	7	8	13
Ineligible	1	0	1
Declined services	1	0	2
Incarceration	1	0	0
Other	0	0	0
Total	43	22	35





## 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.



## Goodbye to Blanca and welcome to our new Personal Agent Maira

In August we were sad to see Blanca Martinez leave EOSSB. She will be missed dearly! Blanca was exceptionally talented at multi-tasking and prioritizing multiple needs and projects. She provided exceptional advocacy for the members we support in the Mid-Columbia area and always had a smile on her face. Blanca is excited to begin new adventures and has relocated to California with her husband and five children.

EOSSB would like to extend a warm welcome to Blanca's replacement Maira Gomez-Mojica who joined our team on August 9th. Maira has a bachelor's degree and comes to us with a wealth of case management experience as she previously worked for the Department of Human Services.

Maira lives in Hood River with her husband and three children.

Maira will be supporting the same members that were being served by Blanca. We did a pizza party send away for Blanca on August 18th at Spooky's in The Dalles. This afforded the individuals who have come to know Blanca an additional opportunity to say farewell and an opportunity to meet their new PA Maira. Everyone had a wonderful time and we ate a ton of pizza!

Welcome Maira!



Photo: Maira, Rusty, and Blanca at Spooky's