



2019 Annual Report

July 1, 2018 to June 30, 2019

EASTERN OREGON SUPPORT SERVICES

INSIDE THIS ISSUE

Values	2
History	3
Board Report	4
Board Activities	5
Executive Director Report	7
Staff	8
Local Stories	9
Finances	13
Customer Satisfaction	14

VISION

To create and support a world where all people are supported to be members of their communities and families; working and socializing within an integrated environment, and finding their own joy and place in life.



MISSION

Eastern Oregon Support Services Brokerage represents and supports people with disabilities in Eastern Oregon to find joy and their place in life, by working toward the same aspirations as all citizens and to achieve a lifestyle they find satisfying.





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 prepackage 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 values role in their community through competitive employment, organizational 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 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 spend time with.

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. Living of ourselves helps us establish a sense of belonging.

Social Responsibility—We believe that if people have choice and control, they will show a responsibility to the social funds used to purchase services by accessing only the services needed to meet their needs, and spend money efficiently.

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

Changing Roles—The role of the Personal Agent is about working for the individual they support and advocating for the whole life.

Whatever it Takes—Self-determination requires an attitude that nothing is impossible. Instead of saying “No,” we replace it with “How can this be done?”

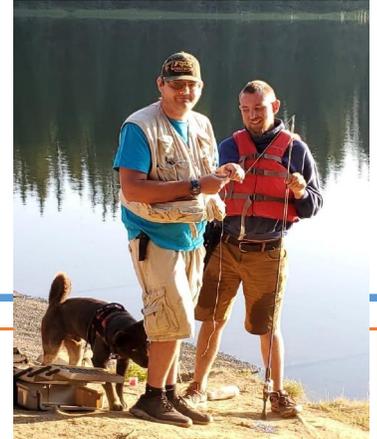
Person Centered Planning—The consumer must be empowered or represented to direct the system through planning centered around them as an individual.

Independence—Brokerages should be independent of any entity that provides services or has multiple responsibilities so our focus remains on the individual without competing priorities.



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 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 were 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 2002. And while budgetary constraints prevented that from occurring on schedule, an estimated 8000 people are now served by brokerages, including 2 in the Eastern Oregon Support Services Brokerage with a maximum capacity of 1 individuals we could potentially serve.



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 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, they 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 regions 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 the 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

We should all be excited about the completion of an estimated 470 ONA's "One Needs Assessments" during the past year. Our wonderful staff have accomplished these ahead of the State's imposed deadline of June 30th, 2019. EOSSB and all other Case Management groups are still using the Adult Needs Assessment to determine allocations for customers, but the ONA has become the guiding document in determining the scope of supports our customer's need and eventually it will also determine hours allocated. I've been extremely proud of how much has been accomplished during the past year with the dedicated employees of the EOSSB. You guys rock.

Thanks to our Executive Director's effort our board policies have been updated to reflect the commitment of its members. For example, Board Members who miss more than two meetings are encouraged to recommit or be dropped from the rolls. One of the main reasons is in order to provide excellent services, we must have a quorum in attendance to do business and make policy decisions. Missing a step along the way by not having a quorum delays the services so vitally important to you the customer.

Our staff has been passionate assisting customers to live their best possible lives! Supporting meaningful pursuits which increase independence, happiness, and community involvement has been one of our goals. One of my favorite parts of our board meetings is hearing about activities happening all over Eastern Oregon, and the accomplishments of our customers. The Union County local alliance is one such example where they engaged with the Oregon Council on Developmental Disabilities who came to LaGrande to provide advocacy training. The group then applied their training and made a road trip to Salem to advocate for their services. While there, they learned about the activities of the Council, and the legislative process developing our State budget. One highlight was to be able to personally meet with their representatives and put faces to our advocacy.

We have remained steadfast in our dedication to assisting customers! Finding meaningful employment has been our continuing goal, and we have had success this past year. It's amazing what people can do when they have team's support circles who believe in them and their abilities! I am truly honored to be the EOSSB Board president and part of such an organization that strives for excellence. I look forward to more exciting adventures during the next year.

Steve Carlson, President



Name	Representation	Term
Steve Carlson, President	Family Member—Wasco County	2021
Eric Nisley, Vice President	Community Partner—Wasco/Food River	2022
Julie Day Dudley, Secretary Treasurer	Family Member —Union County	2022
Dorey Ackerman	Community Member — Union County	2022
Beckie Bither	Family Member — Umatilla County	2022
Josephine Howell	Family Member — Baker County	2021
Emily Moe	Self Advocate — Baker County	2021
David Russell	Self Advocate — Umatilla County	2020
Kristi Smalley	Family Member — Umatilla County	2021
Lon Thornburg	Community Partner — Umatilla County	2022
Daniel Tucker	Self Advocate — Umatilla County	2022

Board Activities

September 2019 Annual Meeting

We had 121 individuals and families in attendance and filled just about every seat in the house. Annual report was distributed and reviewed by the membership. Board election results were announced, and board members were introduced. Prizes were awarded to members who turned in annual surveys and to dance contestant winners. We had a 22% return rate on annual surveys. Activities, good food, and music were enjoyed by all. Annual Satisfaction survey prizes were awarded with big prizes for individuals in attendance and gift cards mailed for individuals who couldn't join in our fun but did return their annual survey.

October 2019 Board Meeting

Staff, customers, and board members shared good things happening in their region since the last meeting. We began our One Needs Assessment (ONA) rollout July 1st and we got ahead of the game by coordinating with individuals to complete assessments 2 months ahead of their Individual Support Plans being due. We promoted Maira Gomez to replace Francie Barr as Associate Director. We gave a staff acknowledgement to Heather Collins for her outstanding work in streamlining internal operations and assisting us to increase our technological capabilities. Three staff became SNAP (Support Needs Assessment Profile) assessors certified to assist individuals we support to access foster care services when warranted since we lost our regional support. We discussed the Electronic Visit Verification (EVR) mandated by the 21st Century Cures Act coming to Oregon in 2019 and potential impact.

March 2019

Staff, customers, and board members shared good things happening in their region since the last meeting. ONA rollout is on track for completion by June 30th, 2019. A new staff was hired in Mid-Columbia, Adelina Lopez, who is bilingual and has previous case management experience. Discussion occurred around the next biennium's budget, legislative activities, and opportunities for advocacy. The Union County local alliance took part in an advocacy training provided by the Oregon Council on Developmental Disabilities. Ellie Spangler received a staff acknowledgement for her work in supporting/coordinating the training. The State implemented an ERS pilot in Josephine and Jackson Counties to test out how ePRS works with ERS. Statewide implementation is slated for mid-2019. The board reviewed and approved changes to EOSSB's personnel policies.



June 2019

Staff, customers and board members shared good things happening in their region since the last meeting. We completed 121 ONA's and met the State deadline of June 30th, 2019. This was a huge lift for our agency, and we could not have done this without the extreme dedication of our ONA assessors and Personal Agents. Statewide release of ERS will occur July 2019 with State efforts focused on training guides and in person trainings before ERS becomes mandated in 2020. We hired Kelly Shockman in the Umatilla area to replace Michael who moved further east and is now supporting Malheur and Baker customers. The board reviewed and approved updated Board bylaws. We reviewed financial reports and approved a tentative budget for the 1921 biennium.

WHEN EOSSB WAS YOUNG...



...one of its first and most important tasks was to recruit board members that represented as many of the 13 included counties as possible. The local Self-Directed Supports boards, operating in most of those counties, was a great source to find many of those first board members. One of the smallest of those counties had one of the strongest Self-Directed Supports boards in our region.

Kathleen Kim was a family member of a person receiving services and an active member of the Walla Walla County, Self-Directed Supports board. She volunteered to serve on

EOSSB's board of directors in 2002 and fiercely advocated that Walla Walla County needed to have a local Personal Agent who lived in Walla Walla county, rather than someone from another county who spent a portion of their time there. While it was more efficient to have a shared Personal Agent with another county, EOSSB listened and agreed that in the spirit of local control that is central to the formation of Self-Directed Support Services, Walla Walla county should have its own Personal Agent. It was a good decision then, and it remains an important part of EOSSB's structure today. And, whenever there was staff turnover in Walla Walla County, it was guaranteed that EOSSB would hear from Kathleen, reminding us of our promise to "keep it local." Kathleen remained a loyal, active and positive board member from the beginning of EOSSB to her passing in 2019. Her legacy lives on in EOSSB's commitment to hiring local Personal Agents residing in nearly every county where services are provided. The organizational structure that exists today, is in no small part, a result of Kathleen's advocacy to "keep it local".

She will be remembered and missed



Executive Director Report



EOSSB customers have achieved some amazing accomplishments this past year and it's been fantastic to watch people accomplish outcomes and realize dreams. We have remained committed to our mission and values despite an ever-changing Statewide landscape.

Some of our highlights from 2018-2019 include:

We undertook the task of completing 201 ONA's for our customers due to the injunction OOS entered into with Disability Rights Oregon in April 2018. This was a weighty task for our agency, as our practice is always to meet people where they are. While our geography is breathtaking, in the winter months it can make travel very difficult. We completed all ONA's prior to the State imposed deadline of June 20th, 2019 and we have developed a plan that will reassess individuals during a 2-year period. The ONA will eventually be the assessment tool Oregon uses in every setting and the state is working on the final pieces of this transition by identifying individual groupings that will determine hour ranges in the future. EOSSB will continue to provide as much information and support to customers and families about next steps and new information being released. It's important to remember that while funded supports are a critical component to the success of our customers another equally important piece is strong family ties, community ties, unpaid supports, and true integration. All these pieces are critical to individual success and we will work tirelessly to ensure people have what they need.

Health Management Associates has contracted with Oregon to make long term improvement suggestions to the Oregon Case Management System and EOSSB staff coordinated with customers and families to spread the word and assist people to participate in advocacy sessions that occurred. Customers and families have been advocating for an easier to use system, one that highlights choices people have in their service providers and gives a better understanding of required forms. Health Management Associates has worked with Oregon on forming a Blueprint stakeholder group to assist in implementing recommendations that came out of the previous advocacy groups. EOSSB customers and families showed up in horrible weather to make their voices heard in February.

We have continued to support customers in obtaining employment which is consistent with Oregon's Employment First status, the Lane v. Brown settlement, and our mission. Customers have utilized Vocational Rehabilitation services and ongoing Medicaid funds via Individual Support Plans to find employment opportunities in just about every community

people reside in. Customers have located employment opportunities at Dairy Queen, Home Depot, Allied Universal Security, Safeway, Walmart, etc. We have also had several individuals who have completed degree programs in higher education which is a phenomenal accomplishment for those individuals and will open new employment paths for them.

EOSSB has worked exceptionally hard this year on strengthening our agency foundation and undertook the task of updating our personnel policies and board bylaws to keep them relevant to work we are doing. Having relevant policies and procedures helps our staff to have clarity in the work they are doing, helps to ensure our customers are healthy and safe, and assists us in setting the stage for our 2020 review.

EOSSB hired a new Personal Agent in the Mid-Columbia area, Adelina Lopez, and hired Kelly Shockman in Umatilla. We hired Allaine Bean who works in our main office and assists our agency with timecard receipt and processing. EOSSB has a rock-solid set of staff members helping us meet our mission daily and we've benefitted from retaining many long-term staff.

During this last legislative session, EOSSB participated in state advocacy efforts with other community partners to preserve funding for the 211 system, advocate for increased Direct Support Professional wages, advocate for the Healthy Homes program, and preserve the remaining Fairview funds. Advocacy efforts were successful on many fronts and 211 funding increased for residential providers and case management entities. The Fairview Trust SB 291 was successfully moved to the Oregon Community Foundation which will preserve those monies for years to come and will increase housing opportunities. The legislature passed many bills directly related to and beneficial to our service system though they ran into some areas of contention towards the end of session that prevented a normal closing of the budget season. Our customers and families played a big role in advocacy for their services and believe building relationships with our representatives and legislators is key to our customers and agency's continued success.

Bill used to talk about looking into his crystal ball to predict future change based on history. In honoring that approach I will say self-advocates, families, and staff have worked very hard this year to lay the foundation of what is important in our system, what's worth retaining, and what should maybe be in the rearview mirror. I believe everyone's hard work will pay off with a future system that is easier to utilize for our customers and families and honors each person's contribution. Laura

EOSSB Staff



Laura Noppenberger
Executive Director



Eric Fauth
Chief Financial Officer



Maira Gomez-Mojica
Associate Director



Melanie Tucker
Operations Director



Linda Jones
Office Manager



Paola Ramirez
Clerical/Payroll



Jillaine Bean
Clerical/Payroll



Kristen Hughes
Personal Agent



Ellie Spangler
Personal Agent



Vicki Swyers
Personal Agent



Don Galligan
Personal Agent



Annabelle Maartense
Lead Personal Agent



Kristi Avery
Lead Personal Agent



Kelly Shockman
Personal Agent



Carolyn Carlson
Personal Agent



Jessica Horton
Personal Agent



Michael Swanson
Personal Agent



Heather Collins
Assessment Specialist



Adelina Lopez
Personal Agent



Sergio Sanchez
Personal Agent



Chantell Michaels
Personal Agent



Kelly Smith
Personal Agent



Nancy Fields
Assessment Specialist



Heather Collins
Assessment Specialist