



**EASTERN
OREGON
SUPPORT
SERVICES**

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2020 Annual Report

July 1, 2019 to June 30, 2020

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 towards the same aspirations as all citizens and to achieve a lifestyle they find satisfying.



**THE ONLY
PERSON
YOU ARE
DESTINED
TO BECOME
IS THE PERSON
YOU DECIDE
TO BE**



Nancy Hill, working with COVID-19 Pre-cautions



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-package 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, organization affiliation, spiritual development, general caring for others in the community, as well as accountability for spending public dollars in ways that are life enhancing.

Values

Dignity and respect: All people have an inherent right to be treated with dignity and to be respected as a whole person with 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. Giving 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 2005. While budgetary constraints prevented that from occurring on schedule, an estimated 8000 people are now served by brokerages, including 464 in the Eastern Oregon Support Services Brokerage with a maximum capacity of 514 individuals we could potentially serve.



Janice Pierce Photography

Lawsuit families make statements at a news conference. From left around table, litigants: Helen Healy, her mother Susan Schrepping, John Duggield, Molly Drummond, her mother Diann Drummond, Michael Bailey, Brena Flota (her daughter Brandie Evans behind her,) Karen Stahley and Jim Stahley

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

This year is looking very different for our agency and our customers due to COVID-19. We are not able to come together in the same way we have in the past but despite that we have found new methods to create connection. This year’s annual meeting is still a celebration of all the work that our agency has done and Facebook live gives us a way we can check in on each other.

A new position has been created by our executive team that is totally unique to the area we serve. The Board approved hiring a Capacity Development Coordinator in October 2019, to help our agency identify and develop new employment resources in our more rural underserved areas. Due to the number of referrals in Umatilla we recently hired a sixth Umatilla PA. This ensures our staff have manageable workloads, and can continue to provide exceptional service.

Our agency has remained ahead of the curve with COVID-19 and our staff have the ability to work from home, complete their core functions, and have greater capacity to also manage new demands at home. Our Board meetings have been virtual via zoom, but we have discussed how important it is to remain connected. The staff have done a wonderful job reaching out to people. We look forward to when we can all come together again!

It has been an absolute honor for me to serve on the EOSSB Board since its inception but I have reached the decision that it’s time to step down as Board President due to health and memory issues. I will stay on the board for the remainder of my term but Vice-President Eric Nisley will take over my position. We did the same thing when hiring a new Executive Director, to ensure a smooth transition. As I step away I feel confident that the organization will be in capable hands, and having the board move Eric to the position of interim Board President is a sound move. I will still be fulfilling my duties on the board and will treasure the time we’ve been together. Love you all.

Sincerely,

Steve Carlson,

EOSSB Past President



Steve Carlson, President

Board Members

| Name | Representation | Term |
|---|-------------------------------------|------|
| Steve Carlson, President | Family Member—Wasco County | 2021 |
| Eric Nisley, Vice President | Community Partner—Wasco/Hood River | 2022 |
| Julie Kay Dudley, Secretary/ Treasurer | Family Member — Union County | 2022 |
| Corey Ackerman | Community Member — Union County | 2022 |
| Beckie Bither | Family Member — Umatilla County | 2022 |
| Josephine Vowell | 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 approx. 150 individuals and families in attendance at our 2019 annual meeting. The weather was not ideal but still people showed up! We confirmed new board members; Daniel Tucker, Eric Nisley, and Corey Ackerman. We received 141 out of 460 surveys mailed with an overall return rate of 31% which was up 4% from the previous year's return, with 98.7% of our members indicating their support plan says what they want it to say! We listened to Wicked Mary, danced, and awarded two rounds of prizes to individuals.

October 2019 Board Meeting

Staff, customers, and board members shared good things happening in their region since the last meeting. We invited Katie Rose our OSSA (Oregon Support Services Association) Executive Director to speak to our Board about advocacy opportunities and our legislative structure in Oregon. We reviewed staffing at our main office and changes internally to support our customers and their PSW's. We hired Paola Ramirez who is bi-lingual to take over receipt and processing of timecards. We discussed EVV Which rolled out in July 2019 which posed problems for PSW's located in Mountain Time. We effectively advocated that those PSW's all have an exception in place until eXPRS can accommodate both time zones. Our Board approved moving \$10,000 from reserves into our flex fund due to diminishing funds. Flex funds are set aside to support members with short term emergent needs that can't be met with Medicaid funds.

October 2019 Board Meeting

We also approved hiring a capacity development coordinator for 1 year to improve employment related resources and outcomes for members in underserved areas. We reviewed and approved our financial report and revised our by-laws.

April 2020 Board Meeting

Our Board conducted our first Zoom meeting due to challenges presented by COVID-19. Staff, customers, and board members shared good things happening in their region since the last meeting. We closed our main office in March to outside visitors and have staggered staffing in the office in order to maintain core functions for our agency. Annabelle Maartense retired after 13 years with our agency and moved out to the coast with her husband. We hired Pamela Roan to be our new Baker PA and she has been a wonderful asset. We also hired 2 new Umatilla PA's; Karl Rhinhart and Andrea Chairez. This helps our agency to address capacity as we have been receiving a large volume of referrals from Umatilla County. We began an agency digitizing project in order to support our PA's to go paperless which has required hiring a part time person to help digitize all files and revamp our process of saving and approving all client related changes.

June 2020 Board Meeting

We conducted our 2nd Zoom meeting and have come to the consensus that this may be the new norm for some time to come. Our main office has remained closed to the public and we continue with our staggered staffing to ensure timecards are processed, support is provided to PA's, PSW's, and members. The Board approved a proposal for our annual meeting to be held via Facebook live since large gatherings are not allowed during this time. We reviewed and approved a conservative budget for our 20-21 FY taking into consideration reduced potential revenue in Oregon and we appointed a nominating committee for Board positions.



Executive Director Report

EOSSB has accomplished a number of projects this last year and has continued to prioritize our agency infrastructure. Our customers have remained our central focal point and it's always awe inspiring to see what people are able to accomplish when

not face some of the same challenges as other case management entities which allowed us to keep our focus on providing supports. Having always been a work from home agency this has put us in a position to provide support to other CME's that are just venturing into this way of doing business. We have remained engaged with our customers, assisted customers to access technology to engage in virtual visits with PA's, and delivered masks all over our catchment area. We have worked tirelessly since March to ensure all core operations remain intact. We have made safety changes within our office to allow us to re-open to the public when State guidance changes. We have installed plexiglass at our front desk reception area. Our staff have procedures in place to ensure surfaces are sanitized and we have protocols in place to address illness. It's important to remember that each of us holds a piece of this health puzzle with actions like washing our hands frequently, covering our coughs, staying home when running a fever or not feeling well, and wearing a mask when going out! We can get through this only one way; together!

they are able to reside and contribute to their local communities! Part of being a thriving agency is the ability to self-reflect on accomplishments and look at data to drive where we might need to switch approaches. We recognize that engaging in meaningful employment conversations has been a struggle, especially in those areas that lack employment providers. We hired Xochil (pronounced: So-c-ial) in October 2019 to assist our agency in completing a strategic plan, a client census on employment, and to increase engagement with our community partners and stakeholders. This process has helped us identify different approaches we might take to support individuals who are interested in employment but may live in an area lacking providers. Her work will continue to focus on assisting PA's with identifying PSW's who are interested in providing job coaching and assisting them through the certification process, working with our employment first teams throughout our catchment area, and assisting us to broaden our approach.

Examples of how we are addressing our infrastructure include:

- ◆ Revamping our policies, procedures, and operating guidelines to ensure we are remaining compliant and keeping up with Statewide changes.
- ◆ Going paperless to the degree that we can. This has meant undertaking a large project of digitizing everything we once stored in paper files, standardized naming conventions, and streamlining our QA processes to ensure we can do everything digitally. This has freed up our PA's to focus more on client services instead of trying to manage paper.

Remaining nimble is central to our core values, mission, agency structure, customer safety, and has been critical during this time of COVID-19. Our agency is a Medicaid contracted provider and as such we must follow the Governor's order, Oregon Health Authority guidelines, and State policies in how we deliver services. With that said, Eastern Oregonians are already experts in social distancing and our agency has always been set up to support remote operations. Another example of fluidity is that our main office was able to transition how we are providing support and immediately prioritized the ability to work from home, and closed our office to the public to reduce risk of potential exposure of our customers, staff, PSW's, and families. Since our field staff have always worked from home offices we did



Front office reception area—plexiglass

EOSSB has hired and retained fantastic talent. In the last year we've hired Karl Rhinhart, Andrea Chairez, Pamela Roan, and Manessah Belles. We hired Xochil Springer to act as our Capacity Development Coordinator! We reduced workloads in Umatilla through hiring a sixth PA!

Lastly, I want to take a moment to honor two of our founding Board members. Charlie Hammet, a lifelong self-advocate passed away the day of our annual meeting September 28th, 2019. We will miss his humor, advocacy, and his friendship. Steve Carlson, our Board President is stepping down from his role as President this year but will remain for the duration of his term. Steve is absolutely inspiring and has been a huge asset to EOSSB over the years! Steve, I will echo Julie Kay's sentiments, I love you!

2020 has certainly dealt us some surprises, but we are a tough lot, and we continue to thrive despite the current difficulties in dealing with a pandemic!

EOSSB STAFF



Laura Noppenberger
Executive Director



Eric Fauth
CFO



Maira Gomez-Mojica
Associate Director



Melanie Tucker
Operations Director



Paola Ramirez
Payroll Clerk



Linda Jones
Office Manager



Manessah Worsham
Lead Payroll

PERSONAL AGENTS



Kelly Smith



Chantell Michaels



Jessica Horton



Kristen Hughes



Kristi Avery



Andrea Chairez



Ellie Spangler



Michael Swanson



Vicki Swyers



Carolyn Carlson



Pam Roan



Adelina Lopez



Sergio Sanchez-Jaramillo



Don Galligan



Lorien James



Karl Rhinhart



Heather Collins
Assessment Specialist



Xocil Springer
Development Coordinator



Nancy Fields
Assessment Specialist

Saying Goodbye to Friends



Douglas Leon Trice April 19, 1952 - May 6, 2020

Douglas Leon Trice passed away at his home in La Grande, Oregon, at the age of 68.

He volunteered for over 18 years with the Special Olympics; making a difference in the lives of others, He also co-directed Union County's Special Olympics program and in 2007 Doug was selected as one of 20 assistant coaches for Team USA at the Special Olympics World Summer Games in Shanghai, China. That same year he received a Governor's Gold Award from Oregon Gov. Ted Kulongoski for his work in Special Olympics. In 2011, Doug was again selected as a Special Olympics coach for Team USA in Athens, Greece.

The La Grande Tiger Booster High School Hall of Fame recognized him in their 2019 selection as an Outstanding Male Athlete for his Special Olympics work and his athletic accomplishments.

Doug had a passion for helping others, and he will be dearly missed.

LINK to OBIT

https://www.lagrandeobserver.com/obituaries/featured_obituaries/obituary-douglas-leon-trice/article_67d1f51c-9c5e-11ea-93ca-a778c61ab108.html?utm_medium=social&utm_source=email&utm_campaign=user-share



When Support Service Brokerages were first being envisioned by system advocates and state policy makers, one of the most important features that set brokerages apart was the mandate that families and self-advocates be significantly represented on boards of directors and policy oversight groups. This was a new and radical idea (back then) that had rarely been done before. In 2002, when EOSSB's board of directors was being formed, our first elected self-advocate board member was Charlie Hammett. Charlie had already distinguished himself as an active member of the Umatilla self-directed supports board (those organizations were precursors to Support Services Brokerages). Charlie was well known throughout the state for his engaging presence at self-directed supports conferences. Charlie knew everybody and everybody knew Charlie. We were honored when he said yes to serving on the EOSSB board of directors and stood for election. Throughout his long tenure on EOSSB's board, Charlie was an enthusiastic participant, quick to tell an interesting story or to regale us with the antics of his cat. During his tenure, Charlie helped organize local self-directed support conferences, bringing in state-wide advocacy leaders to engage with local self-advocates. His sense of humor, positive attitude and unflinching support of EOSSB will always be a highlight of my time working with EOSSB's board of directors.

Written by: Bill Uhlman

LINK to OBIT: <https://www.burnsmortuary.com/obits/obituary.php?id=678188>



Cont...



Kristi Avery, PA & Charlie Hammett

Charlie was a great self advocate and a kind hearted person. He served on a number of boards throughout the state including the Arc of Umatilla county, ODDC, People First and EOSSB.

I first met Charlie when he served on the Self Directed Support Services Board in 1999. We became friends and had many adventures traveling to Arc Conventions, Events and putting on workshops over the years. His sense of humor and stories kept me laughing whenever we talked. He was always willing to share his knowledge and experiences with others, in order to help improve services for individuals with I/DD.

Charlie's family was very important to him and he very was close to his mother, Pat. He enjoyed spending time with her, at church or going out to eat.

Charlie liked techy devices and always had something new to try out when I saw him. Anything from laptop computers, cell phones or cameras. He enjoyed taking pictures of people everywhere he went.

He also had a love for animals. He had a couple of cats that were very special to him.

I am glad that I had the opportunity to know Charlie and help with the work that he valued.

Written by Kristi Avery

DAVID

David previously worked with the Step Forward Sheltered Workshop Program that was in the process of transitioning from sheltered work to supporting people to find competitive employment. David was one of many individuals there that had no intention of choosing integrated, competitive, community-based employment. David was asked about pursuing competitive employment and each time his answer was: "No thank you." Once the Sheltered Program closed, David then indicated his readiness to pursue community employment.

David now works at Baker Valley Mobile Tire and has been working there since April 29, 2019. He has been working Monday, Wednesday and Thursday every week since his hire date. His job duties include cleaning the company showroom, offices, restrooms, as well as organizing the back room and shop areas. David also loads used tires into a truck for them to be transported out of there. When David first began working it was really hard on him; loading the tires took both hands for each tire and he needed many breaks in between. Now he is capable of throwing tires into the truck with one in each hand!

David strives for independence and always has. He rides his bike across town to work each time. The only exception is occasionally during the winter there is too much snow for him to ride safely, on those rare occasions his job coach provides transportation for him.

The amount of personal growth David has achieved with this opportunity has changed so many aspects of his life. It has increased his ability to socialize with peers, meeting new people in the community and providing him a sense of belonging that he had never experienced. It has substantially increased his income, allowing him more opportunities for general life experience. There is a trip planned to the coast in the next month that would not have happened without community employment.

The other really noticeable thing is, David smiles now! The smile lights up his entire face... The difference in his attitude and views is absolutely amazing!

By: Pamela Roan, PA

Why We Never Stop the Fight

James has spent many years unable to hear, even with hearing aids. A few years ago his mom started looking into better options because no matter how often or how his hearing aids were adjusted he never was able to hear. She went to his regular doctor, hearing aid clinic, and Ear/Nose/Throat doctors to see if he could be tested and/or qualify for the cochlear implant. She tried multiple times and the response from them all has been he would not qualify for the surgery.

He spent his time having to read other's lips when they were talking to him and missing probably over half of what was being said. His hearing made phone conversations nearly impossible. He had to be in a quiet area where he could easily see your lips for him to be able to participate in any meetings and still he missed a lot of what was being said. He spent most of his time walking around Heppner and the people in town know him so well that they knew they had to look out for him because he would not hear them.

He has always been able to answer verbally but he did not always pronounce the words clearly. How could he, it has been years since he has heard the way the words are spoken.

After he lost his mom, his sister took up the fight to get him the cochlear implant. After she got no response from his hearing aid clinic and no improvement was made, she followed the same track as her mom before her and she got the same answers. James asked her to call Miracle Ear in Hermiston to get a free evaluation. She made the appointment and they were told that his hearing loss is due to cochlear damage. They were then referred to OHSU for another evaluation where he was found to be eligible to have the cochlear implant procedure which was completed in March. There was an immediate change noted. He was finally able to hear clearly and that was with just one ear. He has spent the last few months doing speech therapy and finding all the things he has missed out on for all these years.

Today he is able to talk to others in a community park and have an intelligent conversation about his political views and how he feels about what is going on in the world. He is able to talk to those he knows from the community and even hears things when not directly looking at the person he is speaking to. Those he knows in the community are excited for him and greet him with a lot of smiles. Many of those he has known for years are amazed at how he can now hear. He just recently had a follow-up and evaluation to see if he qualifies for the second ear. During the hearing test his sister found out that she may need to have her hearing checked, because he can hear things she cannot with the cochlear implant. He was told he qualifies for the second ear to be completed and is excited for when he can get it done.

We are so Inspired by your story James!

Written by: Kristen Hughes, PA

Christopher's Poultry in Motion

A couple of years ago Christopher moved with his family to a Farm in Adams Oregon. He wanted a place to ride his 4-wheeler and have a few animals.

It wasn't long before our chickens outgrew their hen house so with the help of his brother Bryan, a new chicken barn became one of our first farm projects.

With the increase in hens and eggs, Chris and his family decided this would be worth trying a new business venture. And 'Christopher's Poultry in Motion' was born!

With some advertising, business cards and word of mouth, Chris began a Fresh Egg Delivery Service. His business grew very quickly and with the support of EOSSB he has been able to provide a valuable service to people in the community.

Even with COVID 19 Chris has been able to continue his work.

With modifications to his delivery methods, and precautions for personal safety he continues to provide people with Farm Fresh Eggs.

Written by Becky



BILL - by Pam Roan, PA

Bill has been involved in the Baker City community for several years. He was very interested in integrated community employment, which was initially obtained, with the involvement of the employment program at Step Forward Activities, Inc. and Vocational Rehabilitation in 2016. His first community employment opportunity was at the local Safeway store as a courtesy clerk. Bill was always on time, showed up for every shift he was scheduled for and did his best. He discovered this was not the job he wanted. We discussed his options. He could either give his 2 weeks' notice and quit, not having any income until another job was secured or he could stay where he was and continue seeking a different job. Bill stuck with it for 6 months until another job could be found.

Bill went to work for Damschen Interiors after Safeway and has been there over two years. This employer not only does construction, building and remodel projects but they own and manage many residential properties in Baker City. Bill and Jack, his job coach perform all the yard maintenance for all of these properties.

In the summer months he mows all the lawns, as well as keeping the trees and shrubs manicured, which sometimes involves taking several trailer loads of tree limbs and yard waste to the dump on a daily basis. During the winter months he shovels snow, deices walkways and sidewalks. Occasionally Damschens' need Bill to clean out a rental for them, which he gladly does!

Bill likes every aspect about working in competitive, integrated, community-based employment. He is quite social and never misses an opportunity to talk to people that he has never seen. He understands that employment allows him extra things monetarily that he could not afford if he did not have a job. Bill gets bored easily and needs something to fill his days also.

This job has been perfect for Bill, and Bill has been perfect for Damschen Interiors!

Financial Report

July 1, 2019 to June 30, 2020

| Financial Report (audit pending) | | | | |
|---|------------------|------------------|-------------------|------------------|
| Fiscal Year: July 1, 2019 to June 30, 2020 | | | | |
| | | | | |
| | | | Deviation | |
| | FY 19-20 | FY 19-20 | from 19-20 | FY 20-21 |
| Revenue | Budget | Actual | Budget | Budget |
| DD 148 Brokerage Operations | 2,110,440 | 2,111,229 | 789 | 2,004,918 |
| Interest Income | 250 | 375 | 125 | 250 |
| Misc Income | 1,400 | 6,215 | 4,815 | 1,400 |
| Total Revenue | 2,112,090 | 2,117,819 | 5,729 | 2,006,568 |
| Expenses | | | | |
| Payroll Expenses (salaries) | 1,061,796 | 1,050,762 | (11,034) | 1,172,644 |
| Payroll Taxes & Benefits | 467,615 | 478,452 | 10,837 | 511,390 |
| Total Salaries and Expenses | 1,529,411 | 1,529,214 | (197) | 1,684,035 |
| Board/Volunteer Support | 15,000 | 7,590 | (7,410) | 12,000 |
| Dues and Subscriptions | 12,000 | 11,831 | (169) | 15,000 |
| Depreciation (equipment) | 5,000 | 5,484 | 484 | 5,000 |
| Insurance | 16,000 | 19,853 | 3,853 | 20,000 |
| Miscellaneous | 12,000 | 12,181 | 181 | 12,000 |
| Postage and Delivery | 5,000 | 6,716 | 1,716 | 6,500 |
| Professional Fees | 85,000 | 73,653 | (11,347) | 75,000 |
| Rent/Utilities | 30,000 | 27,077 | (2,923) | 30,000 |
| Telephone/Communications | 40,000 | 39,917 | (83) | 40,000 |
| Training - Staff | 7,500 | 400 | (7,100) | 0 |
| Travel | 125,000 | 99,137 | (25,863) | 115,000 |
| Office Supplies | 25,000 | 35,294 | 10,294 | 27,500 |
| Total Services and Supplies | 377,500 | 339,133 | (38,367) | 358,000 |
| Flex Fund & Misc. expenses | 1,650 | 5,342 | 3,692 | 1,650 |
| Total Other Expenses | 1,650 | 5,342 | 3,692 | 1,650 |
| Total Expenses | 1,908,561 | 1,873,689 | (34,872) | 2,043,685 |
| Net (Revenue- Expenses) | 203,529 | 244,130 | 40,601 | (37,117) |

Customer Satisfaction Report

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

- 50% were filled out by the individual receiving services.
- 47.5% were filled out by another on behalf of the individual but from the perspective of the individual receiving services.
- 1.25% were completed by a significant other of the individual receiving services.

82 out of 456 surveys were returned for a return rate of 18%.

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

Yes 60 (75%) Not Sure 15 (18.75%) No 5 (6.25%)

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

All the time 70 (87.5%) Not Sure 9 (11.25%) No 1 (1.25%)

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

Yes 77 (96.25%) Not Sure 3 (3.75%)

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

Very Happy 72 (90%) They're Okay 8 (10%)

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

Yes 73 (91.25%) Not Sure 6 (7.5%) No 1 (1.25%)

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

Yes 21 (27.27%) Not Sure 19 (24.68%) No 37 (48.05%)

7. Do you feel safe?

All the time 71 (92.21%) Most of the time 5 (6.49%) Not really 1 (1.3%)

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

Personal Agent : Yes 70 (92.11%) No 3 (4%) Sometimes 3 (4%)

Support Staff : Yes 61 (89.71%) No 3 (4.41%) Sometimes 4 (5.88%)

Family: Yes 64 (91.43%) No 1 (1.43%) Sometimes 5 (7.14%)

Friends: Yes 58 (87.88%) No 2 (3.03%) Sometimes 6 (9.09%)

Others: Yes 47 (83.93%) No 4 (7.14%) Sometimes 5 (8.93%)





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

Yes 68 (86.08%) Sometimes 9 (11.39%) No 2 (2.53%)

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

A lot better 70 (89.74%) A little better 6 (7.69%) No better 2 (2.56%)

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

Personal Agent Yes 73 (96.05%) No 2 (2.63%) Sometimes 1 (1.32%)

Support Staff Yes 65 (95.59%) No 1 (1.47%) Sometimes 2 (2.94%)

Family Yes 65 (92.86%) No 1 (1.43%) Sometimes 4 (5.71%)

Friends Yes 59 (89.39%) No 1 (1.52%) Sometimes 6 (9.09%)

Others Yes 53 (88.33%) No 2 (3.33%) Sometimes 5 (8.33%)

12. I am happy with my life.

All the time 64 (81.01%) Most of the time 11 (13.92%) Sometimes 1 (1.27%) Not really 2 (2.53%)

13. Are you satisfied with where you live?

Very Happy 68 (86.08%) It's Okay 8 (10.13%) Not Happy 2 (2.53%)



Thank-you to everyone for returning your surveys this year! We have never experienced a return percentage as low as 18%. We recognize this could be due to the increased limitations on individuals/families in getting out due to COVID-19. As the

future is unclear, we want to let everyone know that your feedback is very important to us and we are looking at revamping our process to make it more accessible. Please know that your feedback is always confidential unless there is something you would specifically like to see us do differently and you request that we follow-up.



CELEBRATING 30 YEARS OF ADA

The Americans with Disabilities Act (ADA) turned 30 this year! The ADA was a crucial civil rights law in 1990 and it remains an essential resource for people with disabilities in securing full rights for participation in society.

Learn more about people with disabilities in Oregon at:

<https://www.cdc.gov/ncbddd/disabilityandhealth/impacts/oregon.html>

Learn more about ADA laws and history timelines at:

https://www.ada.gov/ada_intro.htm

Watch short film on what lives were like before the ADA at:

<https://www.pbs.org/independentlens/videos/like-an-emancipation-proclamation-for-the-disabled/>

Virtual Sprout Film Festival



EOSSB has partnered previously with “Sprout” which is a non-profit that provides travel opportunities for individuals with intellectual and developmental disabilities. They also showcase “shorts” which are films submitted to them from all over the world featuring individuals with disabilities. Sproutflix, is the only distributor of films exclusively featuring people with intellectual and developmental disabilities. We have facilitated events with partner agencies in the past to bring Sprout films to Oregon for broader viewing. Sprout is an agency that we respect and we want to see them continue their good work. Due to the COVID-19 pandemic they have had to suspend all travel programs and their Sprout touring festivals. They need our help to remain a relevant, active, and one of a kind agency. We have listed their Sprout website, their go fund me page, and their film festival FB page links below for anyone who wants to support them. **THANK YOU :-)**

As you may know, Sprout is a travel program for people with IDD that is struggling financially: <https://gosprout.org/>

GoFundMe page: <https://charity.gofundme.com/help-save-sprout>

Sprout Film Festival facebook page: www.facebook.com/sproutfilmfestival

Take a look at this awesome list: <http://sproutflix.org/virtual-sprout-film-festival-07-26-20/>