



**EASTERN
OREGON
SUPPORT
SERVICES**

INSIDE THIS ISSUE

Values	2
History	3
President	4
Board Activities	5
Executive Director Report	6
Staff	7
Local Stories	8
Finances	10
Customer Satisfaction	11
FEMA Resources	13

2021 Annual Report

July 1, 2020 to June 30, 2021

VISION

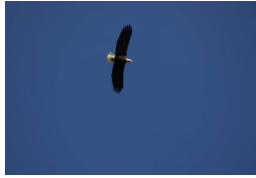
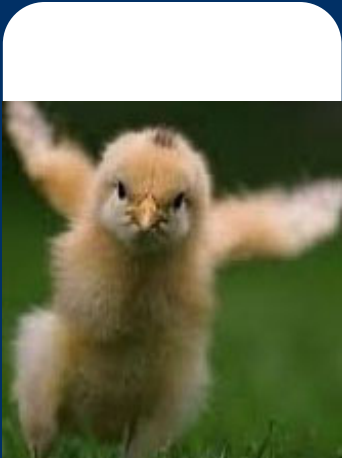
To create and support a world where all people are supported to be members of their communities and families; working and socializing within an integrated environment, and finding their own joy and place in life.



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.





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 479 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 approves plans for continuous improvement of services. The board collaborates with its membership through the local alliances to plan and develop local service delivery expansion and our annual meeting to address effectiveness of services.

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

Board President Report

I've just completed my first year as Board President which has been a learning experience and a real joy getting to know people better, even though our Board meetings have been via Zoom this past year. Steve retired as President in July 2020 and I took over for the remaining part of his term, though he is still serving as a Board member until June 30th 2020. His wisdom, humor and vast knowledge will be greatly missed and I'm hopeful he will continue to pop up at annual meetings!

Our agency has continued to thrive and remain on target with our budget. I congratulate Laura and Eric (and Bill) for their hard work over the years to get this organization to a very healthy financial state. EOSSB has invested heavily in technology to support staff to work successfully from home including DocuSign which makes processing documents much more efficient. Staff have worked tirelessly to get individuals technology to support people connecting with their physicians, PA's, family, friends, etc to help mitigate isolation.

EOSSB experienced our first 'virtual' ODDS review this past September and had a near perfect review from the State, which is an amazing testament to everyone who contributes to the team. Congratulations!

Vaccines began to roll out in our catchment area which required a significant amount of work on the part of PA's to navigate Health departments in 13 Counties and different local health authority processes. We have supported individuals to get to vaccine sites all over Eastern Oregon. Regardless of how anyone feels about vaccines, getting to a threshold number will make everyone's life easier and feel more normal.

I don't know about the rest of you but as far as I am concerned, Zoom can just zoom on by, never to be seen again. And yet, I see virtual meetings being a part of the norm now which is good in some ways—especially for those who travel long distances to attend meetings. 2020-21 is sort of hard because, we essentially have hunkered down, and worked on ensuring we meet our core operations and meet our mission. Nothing really to write home about and yet despite restrictions, changing guidance, and new ways of doing things, the staff of EOSSB have continued to rock it and keep the mission central to our focus! ~Eric Nisley

Board Members

Name	Representation	Term
Eric Nisley	Community Partner/President	2022
Daniel Tucker	Self Advocate/Vice President	2022
Steve Carlson	Family member	2021—expiring
Josephine Vowell	Family member	2024
Emily Moe	Self Advocate	2024
Kristi Smalley	Family member	2024
JulieKay Dudley, MSW	Family member/Secretary Treasurer	2022
Beckie Bither	Family member	2022
Lon Thornburg	Community Partner	2022
Corey Ackerman YTP teacher	Community Partner	2022
David Russell	Self Advocate	2023
Judy May	Family member	2023

Board Activities

August 2020 Annual Meeting

2020 the year of COVID, prevented us from meeting face-to-face for our annual meeting, so we took the Facebook plunge and hosted a FB live annual meeting. We merged what Zoom can do with Facebook's sharing capabilities. We celebrated Steve's service to our agency as he stepped down as president but is continuing to serve on the Board until the end of his term. We confirmed our newest Board member Judy May and reviewed our annual report via FB live. We pulled first names only from our annual satisfaction survey and mailed out Tab A's and \$100 gift cards to winners. FB calculates stats during live events and noted we had 52 comments during the event itself, 3 shares, 367 views, and we reached 1,499 individuals. For not having an in-person event I would count these numbers as being positive! The hard part obviously was not being able to see all of you, to miss Wicked Mary, the dancing, food, and bingo!

October 2020 Board Meeting

Staff, customers, and board members shared good things happening via zoom which has become our primary platform to connect during this time. EOSSB's current census is 471 individuals served in 13 Counties. Our staffing has remained fairly stable though Sergio Sanchez a PA in our Mid-Columbia area is departing to take his dream job of teaching. We will be hiring a new PA for the Mid-Columbia area and Sergio has provided us with flexibility on his departure date to ensure the individuals we support have continuity of case management. We discussed our annual survey return which has been impacted by COVID and as a result we received less satisfaction surveys back. ODDS completed a virtual review of our agency's compliance and we performed exceptionally well. ODDS reviewed our progress notes for quality and compliance with Administrative rules. They determined that out of 349 progress notes reviewed, 348 of them met all criteria. We discussed our COVID strategy which has included keeping our office closed to the public though we still have staff at the office, we have installed increased safety measures in our office to keep our staff healthy, and we have been performing an increased number of check-in's with individuals as everyone right now is experiencing increased isolation.

March 2021 Board Meeting

Staff, customers, and board members shared good things happening via zoom. Our current census is

462 individuals served in 13 Counties. Our census changes when people move out of the State, move in the State but to a County outside our catchment area, choose to enroll with their County CDDP, or enroll in residential services. Our Board approved a year end bonus for EOSSB staff for a job well done under trying circumstances. Staff have gone above and beyond in adapting to COVID restrictions, utilizing new technology, have checked in frequently with individuals, and have maintained all of our core operations. Ellie Spangler retired in November after working for EOSSB for 7 years and making contributions to the ID/DD field for much longer than that. We hired Krista Ray to replace Ellie and she has been a wonderful addition to our team. We hired Judy Urness in Nov. to replace Sergio and this was a very smooth transition. Vaccines began to roll out in the latter part of 2020, early 2021 and PA's have been working on getting vaccine information out to individuals and families so people can make informed health decisions. Individuals who experience ID/DD are at higher risk to experience complications should they contract COVID so our population was prioritized in the vaccine roll-out as 1a, group 3. ODDS has begun to roll-out EVV for PSW's in Mountain Standard time which has created issues for PSW's and office staff as eXPRS is still struggling to capture that 1-hour difference.

June 2021 Board Meeting

Staff, customers, and board members shared good things happening via Zoom and hopefully this will be our last Zoom meeting for some time. It appears we are turning a corner in Oregon with hitting the 70% vaccine target. Our current census is 463 individuals served in 13 Counties. Our Board completed several activities during this meeting including approving a new annual budget, reviewing and approving a financial committee to help make investment choices, and made decisions about our annual meeting. Our funding during this past biennium has remained stable and it appears we will be realizing an increase in our funding percentage during this next biennium. We are fully staffed and have not experienced any turnover since Nov. 2020 which is a good place to be in. The Oregon Support Services Association which is comprised of all 14 Brokerages in Oregon has been working with Mentor Oregon Brokerage who gave notice to Oregon and will no longer provide services; including their Brokerage services effective August 31st, 2021. Our Association has actively been working with Brokerages who are willing to increase capacity and working with impacted individuals on Choice advising. EOSSB is not increasing capacity at this time as this would entail serving people in Western Oregon which is outside our catchment area and our scope. Our PA's have continued to prioritize supporting individuals to access vaccines, as many people wanted to wait for a period of time before getting their first dose. We have supported individuals with finding vaccine sites and provided transportation as requested.

Executive Director Report

2020/21 – Normally my Executive Director report would cover highlights of the past year working for EOSSB and things our agency has accomplished, but this year I want to acknowledge the hard year we have experienced together. We have been living through difficult times with COVID restrictions being rolled out by the Federal Government, Oregon, counties, and schools. Some of that guidance, at times, feels contradictory, confusing, restrictive, scary and has created real stress for us all. Through this all, Eastern Oregonians have continued to shine and have been amazingly resilient through the whole of this ordeal!

All people are most successful when they have the support they need. EOSSB has spent much of the last year working to make sense of the COVID guidelines, restrictions, and ensuring that the individuals we support have access to that support. Our number one priority is to ensure we are following best practices and ensuring individuals we support know they can come to us when they are struggling with something. We do our very best to remain impartial and support each person we serve.

COVID has led to many people feeling isolated and lonely because they could not see all the people they usually see. Isolation is harmful to everyone and especially harmful for individuals who experience disabilities. For EOSSB, we know that people we serve often have natural supports in their lives who are looking out for them, such as the grocery clerk, co-workers, friends and family, neighbors, public transportation providers, and faith communities. When people stopped seeing their natural supports because of COVID it increased isolation and the risk that someone's health and safety may be overlooked because less people are in their lives. It is critically important to me and to each of our staff that individuals who access our services have someone to connect with regularly.

I spoke about our Eastern Oregon values in our last annual report highlighting that we excel at social distancing mainly because of our geography. I want to emphasize that Eastern Oregonians are independent thinkers who do their own research. We have strong values around caring for our own, and we generally don't appreciate others telling us what we should or shouldn't do! Like seriously! With this said I have been extremely humbled by the persistence of individuals and families to locate information on vaccines, trust our

PA's enough to talk about vaccine materials, find vaccine sites, and overcome fears and reservations to try and reach Oregon's vaccine goals so we can get on with the business of living!

Frankly, getting back to the business of living can't happen soon enough! More than half of all the individuals we support have been vaccinated. We have had a very high percentage of families and PSW's who have also gotten vaccinated. If any of you have felt any hesitancy to get a vaccine please talk with someone you trust to get more information or check out the ASAN website for fantastic information on vaccines written by self-advocates which can be found here: <https://autisticadvocacy.org/resources/covid-pl/vaccine/>

It's imperative for all of us to have open communication with each other in order to move forward. I would be the first person to tell you I'm vaccinated and why. And, I understand other people have made different choices. None of us are here to judge each other. I want to ensure everyone I interact with is able to ask me questions and that the information I'm providing is helping others around me to make the best-informed decisions for themselves. It's really the only way for us all to move forward together.

This last year has presented challenges for all of us but it hasn't stopped us from celebrating:

- * Steve Carlson retired, who served as our Board president for many years and has been part of our Board since it's inception.
- * We've celebrated the hard work of our staff
- * Staff retirements have occurred and we've welcomed new staff
- * New individuals have enrolled with us and we have celebrated individual achievements, like new employment opportunities for the individuals we serve

Many of us have become good at navigating zoom bingo boards but Zoom is just not the same as seeing someone's smile up close! I'm hopeful that as COVID illness numbers drop and vaccine numbers increase to over 70%, I will be able to see your faces again soon! I've learned in the day to day course of this experience, to stop and appreciate everything and everyone around me and I appreciate each of you!

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



Krista Ray



Adelina Lopez



Tresa Grieve



Michael Swanson



Judy Urness



Kristen Hughes



Vicki Swyers



Don Galligan



Kristi Avery



Carolyn Carlson



Lorien James



Andrea Chairez



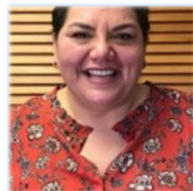
Pam Roan



Karl Rhinhart



Heather Collins
Assessment Specialist



Xocil Springer
Development Coordinator



Nancy Fields
Assessment Specialist

EMPLOYMENT SUCCESS!

Jonathan has been a customer with EOSSB since 2016. Johnathon was previously employed at a job that he no longer enjoyed. Johnathon wanted to make a positive change in his life and reached out to his Personal Agent (PA) for support. Personal Agent choice counseled Johnathon and informed him of his employment options, and Johnathon requested that he be referred to Vocational Rehabilitation (VR) services. Shortly after a referral was made to Vocational Rehabilitation, Johnathon began working to explore his services and his new career goal. With support from his Personal Agent and Vocational Rehabilitation, Johnathon accessed a Discovery Profile to help him determine his next career goal. He worked with Employment Options which allowed him to explore three different jobs that caught his interest. After Johnathon completed his Discovery profile, he went back to apply at one of the jobs he had enjoyed during his Discovery. All on his own, Johnathon applied at The Home Depot. He was called in for an interview, which he completed without supports. He attended the interview with Home Depot on a Friday, and on the following Monday was informed he had been hired. Johnathon worked with his PA and his VR counselor, Lindsey Trainer Johnson in obtaining employment supports. Vocational Rehabilitation assisted Johnathon in obtaining a bike that would assist him in getting to and from work independently. Johnathon is successful in his job now with the help of natural supports that help guide him and give him the opportunity to thrive in the workplace. He is content working in the Garden Center at Home Depot and hopes to grow within the Company once he is ready.



A Cool Job

Jackie started working at Elite Heating and Cooling in March 2021. He had been on a job search for some time with the help of his local Vocational Rehabilitation office in Hermiston and his job developer from Trendsitions Inc. They helped carve out a position that fit Jackie's needs & preferences.

Jackie works 2 days per week at Elite. When asked what he does at his job, he replied "whatever they ask me to do." He has a variety of job tasks to do, including moving bricks, taking apart air cleaners and pulling weeds. He has a job coach if he needs assistance, but works mostly independently.

Jackie enjoys the people he works with and said Elite is a "family run business." He likes getting out of his apartment, working on things and earning some extra money. He said he is currently saving money up so he has it when he needs it.

EOSSB RETIRED

ELLIE: THEN & NOW

Before Ellie started working in social work, she was a wildlife Biologist with the Forest Service. She quit working to take care of her son, who has a disability. That is what led her into social work, so she could better understand how to take care of her son. In 2006 she became a Program Manager at Mt. Valley Mental Health in Baker (CDDP.) By 2012 she had joined our group as a Personal Agent. Ellie's time with EOSSB was beneficial to us all, and especially her customers. She was ready to move onto the next chapter and retired in 2020. Ellie loved working and socializing with her customers. She hated the paper work requirement of the job and wanted to spend all her time with the customers. Ellie misses her social community and family the most. However, Ellie is still connected with EOSSB through the Local Alliance, so she is able to keep in contact with people. She is also going to become a PSW and deciding on what client capacity she'll be able to take on. Ellie states she has finally woken up after 6 months of retirement, most likely due to "dirt therapy." She has gone to the coast and wants to do more road trips. She has also been doing some remodeling to her home and reports she's happy she retired when she did.

LETTER FROM ANNABELLE:

Mike and I are enjoying retirement on the coast. We continue to work on our home, landscaping and cooking! We spend a large amount of time in the gardens, developing them, planting, pruning and most of all, weeding.

We spend the evenings on the porch looking at the Alsea River. There is so much activity there. We have many types of birds, fish and critters to watch. There's a nesting pair of osprey, bald eagles and lots of geese. We watch the goslings grow and then fly away. There's also a nesting pair of blue herons. The immature herons are white and then change color after their first year.

We watch the fish come in from the ocean and go up the river.

There are lots of boats that use the river too. It is wonderful to see and feel so much beauty here. The days have been warm and sunny recently, but of course we get lots of rain.

We take trips to the valley and visit the kids and grandkids. That is also a true gift.

What I miss about EOSSB is all the people I worked with. Coworkers, customers, families and providers. We were lucky to have wonderful community partners too. I miss seeing the growth our customers made and seeing them meeting their goals. I am happy that Pamela is doing such a great job and really enjoying everyone!

I feel truly blessed and am living the dream!

Everyone take care and keep up your excellence. You are all amazing and a blessing to all who know you!

Annabelle



Financial Report

July 1, 2020 to June 30, 2021

Financial Report (audit pending)

Fiscal Year: July 1, 2020 to June 30, 2021

	FY 20-21	FY 20-21	Deviation	FY 21-22
	<u>Budget</u>	<u>Actual</u>	from 20-21	<u>Budget</u>
Revenue				
DD 148 Brokerage Operations	2,110,440	2,110,382	(58)	2,597,964
Interest Income	250	176	(74)	250
Misc Income	1,400	2,294	894	1,400
Total Revenue	2,112,090	2,112,852	762	2,599,614
Expenses				
Payroll Expenses (salaries)	1,214,244	1,170,298	(43,946)	1,319,859
Payroll Taxes & Benefits	529,532	501,134	(28,398)	603,967
Total Salaries and Expenses	1,743,777	1,671,432	(72,345)	1,923,826
Board/Volunteer Support	12,000	1,845	(10,155)	12,000
Dues and Subscriptions	15,000	13,407	(1,593)	15,000
Depreciation (equipment)	5,000	4,713	(287)	5,000
Insurance	20,000	20,733	733	23,500
Miscellaneous	12,000	10,726	(1,274)	12,000
Postage and Delivery	6,500	5,808	(692)	6,500
Professional Fees	75,000	91,605	16,605	90,000
Rent/Utilities	30,000	27,052	(2,948)	30,000
Telephone/Communications	40,000	39,138	(862)	40,000
Training - Staff	0	159	159	0
Travel	115,000	48,365	(66,635)	95,000
Office Supplies	27,500	30,068	2,568	35,000
Total Services and Supplies	358,000	293,619	(64,381)	364,000
Flex Fund & Misc. expenses	1,650	4,060	2,410	1,650
Total Other Expenses	1,650	4,060	2,410	1,650
Total Expenses	2,103,427	1,969,112	(134,315)	2,289,476
Net (Revenue- Expenses)	8,663	143,740	135,077	310,138

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.
- 48% were filled out by another on behalf of the individual but from the perspective of the individual receiving services.
- 1.7% were completed by a significant other of the individual receiving services.

126 out of 453 surveys were returned for a rate of 28%.

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

Yes 94 (76%) Not Sure 23 (19%) No 6 (5%)

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

Yes 109 (89%) Not Sure 12 (10%) No 1 (0.1%)

☹ We had 3 non-responses

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

Yes 120 (98%) Not Sure 3 (2%)

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

Yes 115 (93.5%) Not Sure 8 (6.5%)

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

Yes 114 (93%) Not Sure 7 (6%) No 1 (0.01%)

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

Yes 41 (34%) Not Sure 27 (22.5%) No 52 (43%)

7. Do you feel safe?

Yes 113 (94%) Not Sure 6 (5%) No 1 (0.01%)

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

Personal Agent: Yes 111 (94%) Not Sure 4 (3%) No 3 (2.5%)

Support Staff: Yes 101 (92%) Not Sure 5 (5%) No 4 (4%)

Family: Yes 105 (94%) Not Sure 6 (5%) No 1 (1%)

Friends: Yes 99 (92%) Not Sure 7 (6%) No 2 (2%)

Others: Yes 88 (90%) Not Sure 6 (6%) No 4 (4%)

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

Yes 110 (90%) Not Sure 10 (8%) No 2 (2%)





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

Yes 110 (91%) Not Sure 9 (7%) No 2 (2%)

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

Personal Agent	Yes 114 (97%)	Not Sure 2 (2%)	No 2 (2%)
Support Staff	Yes 105 (94%)	Not Sure 4 (4%)	No 1 (1%)
Family	Yes 105 (94%)	Not Sure 6 (5%)	No 1 (1%)
Friends	Yes 100 (93%)	Not Sure 7 (6%)	No 1 (1%)
Others	Yes 94 (92%)	Not Sure 6 (6%)	No 2 (2%)

12. I am happy with my life.

Yes 104 (85%) Not Sure 14 (11%) Sometimes 1 (1%) No 3 (2%)

13. Are you satisfied with where you live?

Yes 108 (89%) Not Sure 10 (8%) Sometimes 1 (1%) No 3 (2%)



We thank everyone so much, who returns their surveys! Your feedback is what keeps us knowing how to best serve you all!

FEMA RESOURCES



FEMA

<https://www.fema.gov/>

Stay Informed

Many parts of the country are experiencing extreme heat, fire and flooding. Stay informed and learn how to keep yourself safe from all hazards with the FEMA App.

<https://www.fema.gov/about/news-multimedia/mobile-app-text-messages>

Features in the App

- Receive **real-time alerts** from the National Weather Service for up to five locations nationwide.
- **Share** real-time notifications with loved ones via text, email and social media
- Learn **emergency safety tips** for over 20 types of disasters, including fires, flooding, hurricanes, snowstorms, tornadoes, volcanoes and more.
- Locate open emergency **shelters** and **disaster recovery centers** in your area where you can talk to a FEMA representative in person.
- Prepare for disasters with a customizable **emergency kit checklist**, **emergency family plan**, and **reminders**.
- Connect with FEMA to register for **disaster assistance** online.
- Toggle between **English** and **Spanish**.

Follow the **FEMA blog** to learn about the work FEMA does across the United States.

Individual Preparedness—Website Resources

<https://www.oregon.gov/oem/hazardsprep/Pages/Individual-Preparedness.aspx>

Be informed

Visit these websites for more information: <https://wildfire.oregon.gov>.

<https://oralert.gov/>

Build an Emergency Kit

<https://www.ready.gov/kit>

Make an Emergency Plan.

<https://www.ready.gov/plan>

Be 2 Weeks Ready!

<https://www.oregon.gov/oem/hazardsprep/Pages/2-Weeks-Ready.aspx>