

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-packaged 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 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 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 a 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. And while budgetary constraints prevented that from occurring on schedule, over 8000 people are now served by brokerages, including 469 in the Eastern Oregon Support Services Brokerage with a maximum



capacity of 514 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 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 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

Presidents report

Annual Meeting 2018

EOSSB has experienced an exciting year dealing with service system changes that are impacting every case management entity statewide. EOSSB has been in good hands under our Executive Director’s leadership and benefits from a solid plan to incorporate the new needs assessment (ONA) into service planning. Since the ONA looks at support planning from a different perspective than the previous tools Oregon has used this will be an interesting year of change. With that said I’m confident Laura and EOSSB staff have laid solid groundwork to accomplish the state’s new directive to complete ONA’s for all individuals accessing funded supports through Medicaid.

EOSSB staff have also actively been working with customers on integrated employment for anyone who wants a job! It’s been very exciting at Board meetings to hear Personal Agents talk about success stories of individuals who’ve found their dream jobs, are working the desired number of hours they want, and are giving back to their

communities in an active way. This meets EOSSB’s mission of supporting people to achieve control over their lives through active community participation. This also meets the broader focus of Oregon that anyone who wants to work, should have the opportunity to do so. We all thrive from being part of our communities, from earning money, from building relationships, and being more independent. Our communities thrive when we have a diverse workforce!

In looking forward to the next year and what changes may continue to occur at a state level. I feel confident that EOSSB is poised to handle anything that comes our way. Our Personal Agents and Executive Director are well skilled to tackle new challenges and we hold strong unchanging values to support people to achieve their dreams! So while our Oregon directives may change our staff values have not changed which allows us to achieve success! It is such a pleasure to help govern this person centered organization with all it’s dedicated, committed and intelligent people.



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—Wasco County	2020
Kathleen Kim, Sec/Tres.	Family Member—Wallowa County	2019
Julie Kay Dudley	Family Member—Union County	2019
David Russell	Self Advocate—Umatilla County	2020
Charlie Hammett	Self Advocate—Umatilla County	2020
Zee Koza	Service Provider—Union County	2020
Josephine Vowell	Family Member—Baker County	2018
Emily Moe	Self advocate—Baker County	2018
Beckie Bither	Family Member—Umatilla County	2019
Lon Thornburg	Community Partner—Umatilla County	2019

Board Activities

September, 2017 Annual Meeting

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 31% return rate on annual surveys. Activities, good food, and a live band were enjoyed by all.

September, 2017 (Board Mtg.)

Staff, customers, and board members shared good things happening in their region since the last meeting. Capacity was increased to 514 individuals with the new biennium. Discussed an increase in funding due to the workload model which is how the state determines what each entity is doing and how funding should be allocated. Board members reviewed and approved budget for 17-18. Discussion



occurred around the One Needs Assessment (ONA) and the direction from Disability Rights Oregon and the State concerning separating out the Assessor function from the Personal Agent function.

April, 2018

Staff, customers, and board members shared good things happening in their region since the last meeting. We reviewed the ONA roll-out strategy and new staff hired both in Umatilla and Union County to become EOSSB ONA Assessors. We also hired an additional PA in Umatilla to address capacity needs and in Union to address a long time staff retiring and moving into a 1/2 time ONA assessor position. We had an additional PA retire from the Mid-Columbia area and hired a new bi-lingual personal agent to cover that area. We've been able to ensure our PA caseloads remained under 42 members to ensure great continued customer service. We also had 2 staff acknowledgements for Nancy

Fields and for Jessica Horton for projects they took on that help advance the EOSSB mission.

June, 2018

Staff, customers, and board members shared good things happening in their region since the last meeting. We discussed our ODDS State review which occurred in June. We received a stellar review with 466 billable contacts reviewed and 464 billables found to meet compliance. This was a huge accomplishment and a testament to the great work of our staff. The State also interviewed 12 members we support and their feedback was invaluable in the on-site review. The board acknowledged a staff member in Malheur who has helped in advancing the mission of EOSSB. We discussed our continued ONA roll out and have implemented a plan to have our assessors and back-up assessors complete ONA's to ensure we are in compliance with the slated roll-out deadline of having all assessments completed by June 30th, 2019.



Executive Director Report

EOSSB has experienced an exciting year fulfilling our mission and supporting our members to achieve their dreams! We have accomplished many of the goals we set for this past year, including: expanding our capacity, hiring some fantastic new Personal Agents, hiring new One Needs Assessors to ensure our customers receive impartial assessments, while also ensuring that our members have access to needed supports in order to participate and thrive in their individual communities.

Some of our highlights from 2017-18 include:

- We increased capacity to serve 514 individuals which eliminated our waitlist and allows our customers choice about where they receive their case management services.
- In April 2017, ODDS entered into a preliminary injunction with Disability Rights Oregon (DRO) due to widespread perceived issues with the previous assessment, referred to as the Adult Needs Assessment (ANA.) This injunction laid the framework for Oregon to begin again in design and implementation of an assessment that is validated and can be used across all service settings in Oregon. EOSSB has hired assessors who have completed the required state trainings and have begun assessing individuals we support. Overall, the feedback we have been receiving from members has been positive.
- In June the State completed their bi-annual review of our program, client services, policies, procedures, and overall satisfaction of customers. We did very well during this review cycle as evidenced by our customer interviews, increased program compliance in relation to progress notes, annual assessment compliance, and ensuring our documentation reflects the supports that our members are requesting.
- We have continued to support our members in obtaining employment which is consistent with Oregon's Employment First status, the Lane v. Brown settlement, and our mission. Part of Lane v. Brown stipulated no new client entries into sheltered settings where sub-minimum wage production work occurs. Since 2015 the number of sheltered settings statewide have

decreased and the number of individuals in integrated employment who were once thought to be unemployable in the general workforce now have community jobs at minimum wage or greater. In 2014 the Centers for Medicare and Medicaid services adopted new regulations which mandated services rendered through our waivers be in integrated settings by 9/1/2020. These regulations have further spurred sheltered settings to create transition plans that address integrated employment as their top priority.

- We have worked with community partners on hosting local alliance events, community luncheons, fundraising events, and creating new partnerships in the community. We raised \$2,915 for our flex fund through Sprout film festivals that occurred throughout Eastern Oregon over the past year. The flex fund helps members when they experience short term crisis to get their needs met when Medicaid funds can't cover something. It's critical to our mission to continue fund raising for the flex fund to address member needs as they arise.
- We recently hired a new Personal Agent in the Mid-Columbia area Sergio Sanchez Jaramillo, who comes to us from the school system where he worked for children who experienced disabilities. Sergio is bi-lingual and a life long resident of the Hood River area. He has been an excellent addition to our team!
- During this last legislative session Measure 101 passed which allows Oregon to maintain tax structures on hospitals and insurers. This allows Oregon to collect a federal match on those dollars, which in turn supports greater access/stability to the Oregon Health Plan for Oregonians. Several other important measures passed including SB 1526 which was supported by Sarah Gelser indicating parental rights can't be terminated on the basis of disability alone. This is a huge victory for individuals who have been discriminated against in the past and have potentially experienced children being removed from their care not because of their inability to parent, but because of a label.

Overall this has been a fantastic year! A year that's been filled with change such as the new assessment and our new ONA assessors. However, I see change as the one constant in the work our agency does and it fits well within our mission of remaining nimble

EOSSB Staff



Laura Noppenberger
Executive Director



Melanie Tucker
Program Analyst



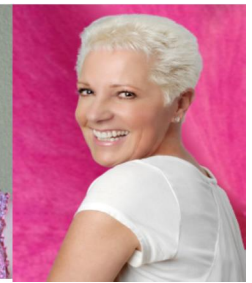
Eric Fauth
Chief Financial Officer



Linda Jones
Office Manager



Loretta Davidson
Payroll Clerk



Vikki Clafin
Clerical



Heather Collins
Assessment
Specialist



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



Morgan Gilda
Personal Agent



Carolyn Carlson
Personal Agent



Jessica Horton
Personal Agent



Michael Swanson
Personal Agent



Lorien James
Personal Agent



Maira Gomez-Mojica
Personal Agent



Sergio Sanchez-
Jaramillo
Personal Agent



Chantell Michaels
Personal Agent



Kelly Smith
Personal Agent



Nancy Fields
Assessment
Specialist

Chris — Pendleton Underground



Chris joined the brokerage after graduating from high school. He had a few friends that he played video games with, but needed more of a social life. He lived at home with mom and other family,

but wanted to do things without his mom Brenda, as she was his only support at the time. Chris also wanted to get a job, which was his main goal.

After joining the brokerage Chris found a PSW to work with him and started getting out in the community more often. He was able to attend basketball games, go to museums, movies and out to eat with someone besides his mom! He has had several PSWs since until he found his current PSW Tonya who is a great fit for him. Chris struggles with health issues, but works hard to have an awesome life. He is doing well with mom helping at home and Tonya in the community.

Chris worked with Trendsitions and Voc Rehab to find just the right job for him. Several years ago he found a job working at the Pendleton Underground, keeping the underground tunnels clean and the flowers in front looking great among other duties. They love him at the Underground, and Chris loves his job. He is saving the money he makes to purchase his own 4-wheeler to use with family and friends. He has worked there for several years and is now doing most of his work independent of a job coach, which makes him and his mom Brenda very proud! Chris is a perfect example of how brokerage supports enrich lives and help people to reach their goals. Chris is not done reaching, but he is well on his way!

Christina—2018 USA GAMES

The 2018 Special Olympics USA Games took place on July 1-6, 2018 in Seattle, WA. The 2018 USA Games also highlighted Special Olympics' work in sports, education, health and community-building. This event had 4,000 athletes/coaches, 10,000 volunteers, and 14 different sports.

The 2018 Special Olympics USA Games celebrated the Special Olympics movement and its 50th anniversary. They promoted the ideals of acceptance and inclusion through sport; and showcase athletes from throughout the U.S. and the abilities of people with intellectual disabilities.

EOSSB's Christina from Umatilla County was chosen to represent Oregon and compete in bowling. Christina competed in singles, doubles, and team bowling events. Overall Christina placed 4th in Singles with a score of 264 and placed 6th with Doubles (with Micah Webb) with a score of 631. Christina's bowling team placed Silver medal overall with a score of 1198.

Christina saved and fundraised for 6 months prior to going to USA games and raised over \$1,000 to pay for her travel expenses, room and board, and uniforms. Christina was accompanied by her PSW and Coach Angela Schneider. Angela is also the local Special



SPECIAL OLYMPICS
USA GAMES
SEATTLE 2018



Olympics program coordinator.

Christina stayed at the University of Washington college dorms with her team while in Seattle for the week of games.

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Bowling Team Oregon: Pictured Left: Kenneth McLoughlin, Kortni Vaughn, Micah Webb, Christina Williams -

cont... While she was there she went to several tourist attractions including Seattle Mariner's baseball game, Seattle Duck Boat Tours, Seattle Space Needle, adventured through downtown and Pike's market place. Christina went to concerts and met several celebrities. Christina and her team developed friendships and established a family with her peers and coaches. Christina states that she loved her trip and will be working hard to go to the next USA games in Orlando Florida.



Dustin — Dreams Do Come True

Dustin is a young man (pictured above) that has lots of dreams and goals. He started, as most do, a young man waiting to move into his own place. Growing older, he sought more independence away from siblings and parents, and into a more independent way of life. We can laugh now about growing up with siblings, and as Dustin says "them getting into my stuff." But he wanted to experience getting out on his own and growing away from those childhood living arrangements, just as we all have done.

Dustin was able to accomplish one of his goals; he got his own house in Cove where he had grown up. It was a handy place to live as he was very familiar with the community and he

had family that lived in the area.

Another goal for Dustin was to get a job. He'd had some odd jobs, here and there, but he wanted something permanent and full time. He really wanted to be like everyone else; having his own job and his own place to live. It was hard for Dustin to get steady employment because of the area he lived in. It is a little town in an outlying area of rural Oregon and about 16 miles from La Grande. Which is the closest larger town with more employment opportunities. Eventually, with Dustin's determination and the assistance of his PSW, Dustin found an apartment in La Grande and he relocated from Cove to his new apartment.

After a few months and some hard work and determination, Dustin got a job at Walmart. He got the job on his own and has since connected with VR and used their services with job coaching.

Dustin has been working at Walmart for 9 months full time and has recently stopped using the job coach and is doing the job all on his own.

"Dreams do come true! Never give up on the goals you have made for yourself! It takes time but you can do it! I did! I have a few more goals I'm working on and I get a little closer each day. I love my life and where I am today." We can all agree with Dustin on that! :-)

Art - A Sense of Community

Art is a friendly, hardworking guy. He is reliable and never misses a day of work. In early March 2018 the company he was working for, closed part of the business and he was laid off. He had several months notice before this change, so he began looking into other employment options. His PA made a referral to Vocational Rehabilitation in late December 2017 and he began working with them.

There were some jobs that were an option, but Art decided to stay at his current job, until the area he worked in closed.

On 2/26/2018 Art was offered a job at the Blue Mountain Cider Company. When he was at Church that Sunday, he was talking with friends afterwards and one of the owners of the cider company asked him if he would be interested in a job. Art definitely was since the job would be in Milton Freewater where he lived and he had previous experience doing that type of work.

Art went through the interview process and started his new job in March of 2018. Vocational Rehabilitation paid for 4 weeks of initial job coaching and then EOSSB continued with the remaining initial job coaching. Horizon Project Inc. is providing his job coaching services. Art works an average of 20 hours per week. He is very happy working there.

It is nice to see how, through community networks, opportunities can still be found.



Robert - Safeway Courtesy Clerk

Robert is a busy guy! He lives in his own home but can rarely be seen there. He keeps a busy schedule each week with his job and social activities. Robert works as a Courtesy Clerk at Safeway and is a valued employee; he loves his job and having the extra spending money! When Robert isn't working he has a full social calendar with pool club and other events at the Eagles or Veteran's of Foreign Wars (VFW) where he holds membership. He also enjoys spending time with friends around town. Robert loves living on his own and having the freedom to do what he loves with supports to succeed. He is a happy guy and is known well throughout his community as such.



Financial Report-July 1, 2017 to June 30, 2018

Financial Report (audit pending)
Fiscal Year: July 1, 2017 to June 30, 2018

"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."

Revenue	FY 17-18	FY 17-18	Deviation	FY 18-19
	Budget	Actual	from 17-18	Budget
DD 148 Brokerage				
Operations	1,850,500	1,849,427	(1,073)	1,850,500
Interest Income	400	105	(295)	100
Misc Income	1,400	5,982	4,582	1,400
Total Revenue	1,852,300	1,855,514	3,214	1,852,000
Expenses				
Payroll Expenses (salaries)	1,046,893	956,635	(90,258)	1,012,417
Payroll Taxes & Benefits	453,448	403,695	(49,753)	438,883
Total Salaries and Expenses	1,500,341	1,360,330	(140,011)	1,451,300
Board/Volunteer Support	15,000	11,633	(3,367)	15,000
Dues and Subscriptions	10,000	9,974	(26)	10,000
Depreciation (equipment)	5,000	5,598	598	5,000
Insurance	14,000	14,497	497	14,000
Miscellaneous	9,000	9,458	458	9,000
Postage and Delivery	6,000	6,782	782	6,000
Professional Fees	45,000	56,163	11,163	70,000
Rent/Utilities	31,000	28,134	(2,866)	31,000
Telephone/Communications	45,000	37,606	(7,394)	40,000
Training - Staff	7,500	11,152	3,652	7,500
Travel	100,000	111,159	11,159	115,000
Office Supplies	30,000	26,298	(3,702)	30,000
Total Services and Supplies	317,500	328,454	10,954	352,500
Flex Fund, transport & other	1,800	2,164	364	1,500
Total Other Expenses	1,800	2,164	364	1,500
Total Expenses	1,819,641	1,690,948	(128,693)	1,805,300
Net (Revenue- Expenses)	32,659	164,566	131,907	46,700



Customer Satisfaction Report

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

- 43% were filled out by the individual receiving services.
- 55% were filled out by another on behalf of the individual but from the perspective of the individual receiving services.
- 2% were completed by a significant other of the individual receiving services.

125 out of 457 surveys were returned for a return rate of 27%.

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

Yes 103 (83%) Not Sure 19 (16%) No 2 (1%)

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

All the time 111 (90%) Sometimes 13 (10%)

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.

Very Happy 115 (93%) They're Okay 9 (7%)

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

Yes 117 (97%) Not Sure 4 (3%)

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

Yes 27 (22%) Not Sure 25 (21%) No 69 (57%)

7. Do you feel safe?

All the time 112 (90%) Most of the time 11 (9%)
Not really 1 (1%)



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



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

Personal Agent	Yes 115 (96%)	No 2 (2%)	Sometimes 2 (2%)
Support Staff	Yes 90 (94%)	No 2 (2%)	Sometimes 4 (4%)
Family	Yes 96 (93%)	No 3 (3%)	Sometimes 4 (4%)
Friends	Yes 84 (82%)	No 11 (14%)	Sometimes 2 (4%)
Others	Yes 51 (73%)	No 4 (16%)	Sometimes 8 (11%)

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

Yes 105 (90%)	Not sure 8 (7%)	No 3 (3%)
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10. I feel better about my life because of the supports and services I get from EOSSB.

A lot better 110 (92%)	A little better 8 (7%)	No better 1 (1%)
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11. People in my life support me with reaching my life choices.

Personal Agent	Yes 112 (96%)	No 1 (1%)	Sometimes 4 (3%)
Support Staff	Yes 100 (98%)	No 1 (1%)	Sometimes 1 (1%)
Family	Yes 105 (94%)	No 2 (2%)	Sometimes 5 (4%)
Friends	Yes 92 (91%)	No 1 (1%)	Sometimes 8 (8%)
Others	Yes 50 (82%)	No 2 (3%)	Sometimes 9 (15%)

12. I am happy with my life.

All the time 112 (70%)	Most of the time 47 (29%)	Not really 1 (1%)
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13. Are you satisfied with where you live?

Very Happy 101 (87%)	It's Okay 12 (10%)	Not Happy 3 (3%)
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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/interest to support customer needs. The operational guidelines for use of the fund are as follows:

Funding requests are made by Personal Agents.

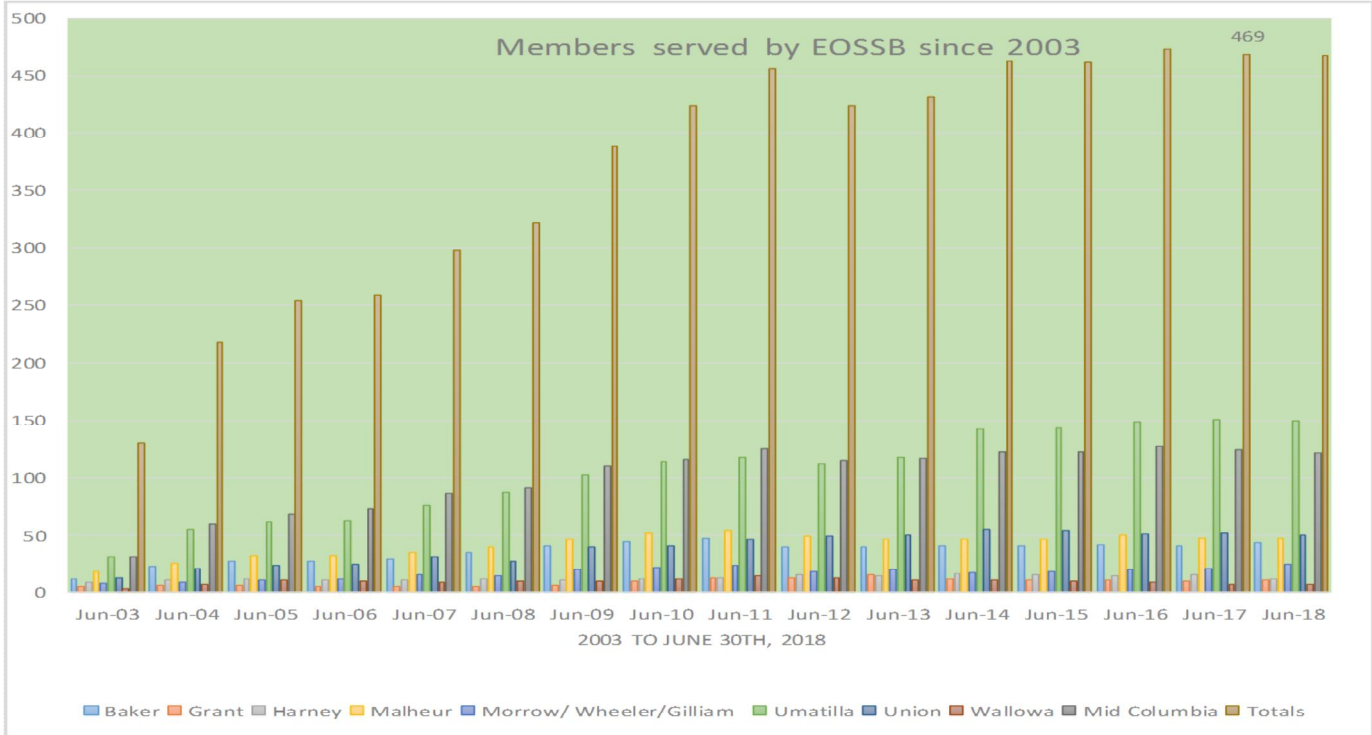
Requests are granted if the following conditions are met:

- 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, this has impacted our ability to create new revenue and has resulted in us drawing off reserves for the last several years. 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 Medicaid sources are met. In FY 2017-2018, \$1,006 in Flex Funds were expended on behalf of our customers. Approximately \$8,475 remains largely due to fundraising efforts by showcasing Sprout Film Festivals throughout Eastern Oregon where we requested donations. Additionally \$885 was spent from local fundraising for special local projects.

Services and Supports



EOSSB has a contracted capacity of 514 which was increased during our last budget to ensure we have capacity for anyone in our 13 Counties who would like to enroll. We are presently serving 469 individuals. EOSSB is able to serve a greater number of individuals while also maintaining

case load sizes on average of 1:38 or lower. Our largest areas of growth continue to be in the Umatilla and Mid-Columbia areas. We have hired an additional personal agent in Umatilla to address increased capacity. We have also re-structured some PA

workloads to ensure Personal Agents have workloads that are manageable which in turn provides a great member experience. We look forward to continuing our many years of strong partnership with referring Community Developmental Disability programs (CDDP's) to offer choice of case management to individuals who are eligible and requesting

Exit reason	FY 2015-2016	FY 2016-2017	FY 2017-2018
Move out of state	5	4	5
Moved in state	3	5	4
No Contact exit	2	2	2
Death	1	4	2
Choice to CDDP	3	4	5
Comprehensive services	8	13	8
Ineligible	0	1	1
Declined services	0	2	0
Incarceration	0	0	0
Other	0	0	0
Total	22	35	27



Meet Your New ONA Assessors!



Eastern Oregon Support Services Brokerage

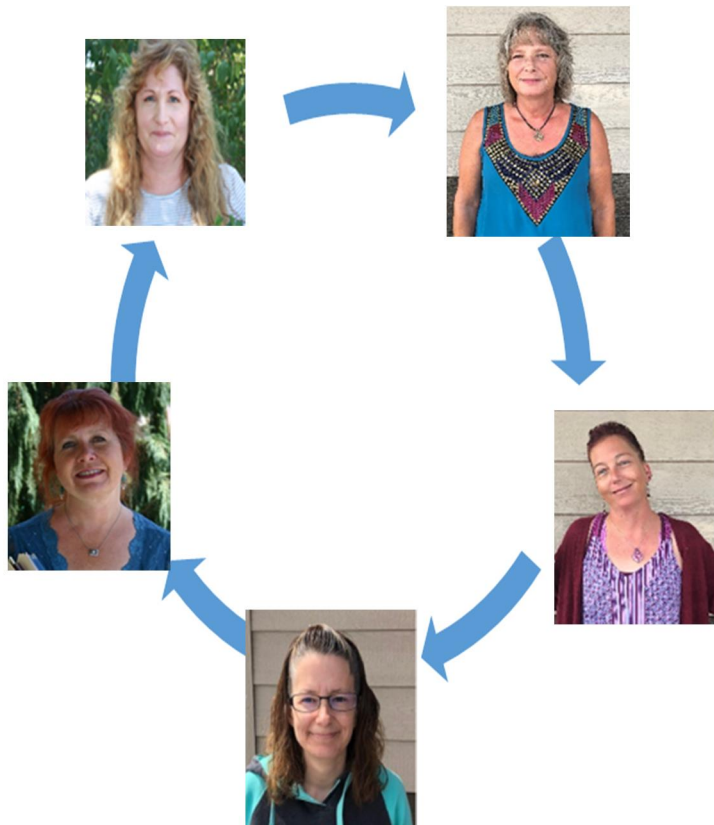
PO Box 329

Hood River, OR 97031

Phone: 541 387 3600

Fax: 541 387 2999

www.eossb.org



Oregon Needs Assessment (ONA) What?!

In July of this year, the State of Oregon moved away from using the Adult Needs Assessment (ANA) to determine your needs for medical, behavioral and community supports, to a new assessment called the Oregon Needs Assessment (ONA.) The state is now requiring that someone other than your Personal Agent complete the assessment; due to there being a potential conflict of interest that exists when your Personal Agent is meant to be an advocate for you but then also given the authority to determine your hours of support. Separating the assessment from your Personal Agent is meant to strengthen the advocacy and person-centered focus that you receive from your Personal Agent.

In light of these changes, please meet our new ONA assessor team (above.) These Assessment Specialists are employed by EOSSB and will work with you and your PA to schedule and complete your ONA assessment. This gives your PA more time to focus directly on you.

Change can be difficult to understand, but this change is meant to more accurately convey your support needs, and your PA will continue to be there for you to support you through this change, as well as all of us here at Eastern Oregon Support Services Brokerage! Should you have any questions or concerns please don't hesitate to contact Laura Noppenberger @ 541-490-5636.

*Starting bottom to left: Heather Collins, Assessment Specialist/ Annabelle Maartense, backup / Kristi Avery, backup / Nancy Fields, Assessment Specialist / Laura Noppenberger, backup