



**EASTERN  
OREGON  
SUPPORT  
SERVICES**

**INSIDE THIS ISSUE**

Values	2
History	3
Board Report	4
Board Activities	5
Executive Director Report	6
Staff	7
Local Stories	9
Finances	12
Customer Satisfaction	13

# 2022 Annual Report

July 1, 2021 to June 30, 2022

## 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.



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# 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 478 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 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

In reflecting back on the last year of serving as EOSSB’s President we have covered an incredible amount of ground, the staff of EOSSB have done an amazing amount of work, people we serve are getting back out into their communities, and finding employment! Our staff have actively implemented all COVID related protocols and successfully re-opened the EOSSB office in March 2022! We had our first face to face Board meeting in June 2022 after two years of not seeing each other! It’s been refreshing to see people again and to know we have landed in a better place in terms of the ever-changing COVID landscape. We have vaccines, anti-viral medications, and community safety strategies that have assisted people to return to more normal community engagement. EOSSB has continued to shine in the case management realm despite the hurdles of the last two years and celebrated 20 years of service in March 2022!

The strength of leadership in this agency and the staff camaraderie is truly refreshing and amazing. A recent example of their dedication is that EOSSB completed their two-year State review in May 2022 and were found to be in substantial compliance. This underscores the skill EOSSB staff have in remaining dedicated not only to the people they serve but just as focused on the myriad details and rules.

Lastly, it’s with mixed emotions that I have my own news to share. I’ve completed the term I stepped into to fill for Steve Carlson and it’s been an absolute honor to support the important work EOSSB does! I will not be renewing my term this year as things have dramatically shifted in my life for the good. My wife Bridget took a new job in New Orleans which is requiring that we move there. I retired in June from a long-term career in law and we sold our home to begin this new adventure! It’s been a whirlwind to say the least!

EOSSB has nominated a new President who will serve you all very well. His name is Marcus Swift and he is the solo operator at Overland Law in The Dalles Oregon. He cares passionately about serving people and being of service to the community he resides in. I wish you all the very best and I may still pop up at an EOSSB event from time to time.

*~Eric Nisley, President*

## Board Members

Name	Representation	Term
Marcus Swift	Community Partner/President	2024
Eric Nisley	Community Partner/President (expired)	2022—expired
Daniel Tucker	Self Advocate/Vice President	2024
Emily Moe	Self Advocate	2024
Kristi Smalley	Family Member	2024
JulieKay Dudley, MSW	Family Member/Secretary Treasurer	2024
Josephine Vowell	Family Member	2024
Lon Thornburg	Community Partner	2024
Corey Ackerman YTP Teacher	Community Partner	2024
David Russell	Self Advocate	2023
Judy May	Family Member	2023

# Board Activities

## **October 2021 Annual Meeting via Zoom**

Do you remember when the Governor was offering a million-dollar prize for taking your COVID-19 shot? This seems like such a long time ago after dealing with so many twists and turns in what has become in its own way the long haul COVID story. In May 2021 the Governor had announced that when 70% of Oregonians over 16 got at least 1 dose of the vaccine that restrictions would dissipate and people were eligible to win cash prizes. We sort of turned that corner in Oregon and restrictions began to ease when the Delta variant hit with a vengeance. This caused EOSSB to re-evaluate our plan for our annual meeting. We ended up canceling for the 2<sup>nd</sup> year in a row and held the annual mtg via Zoom on Oct 16, 2021. We reviewed new Board members, our annual report, survey's, gave away prizes, and celebrated the best costumes via Zoom. It wasn't exactly what we had planned but we still had fun!

## **October 2021 Board Meeting**

Staff, customers, and board members shared good things happening via Zoom which has remained our primary platform to connect during this time. EOSSB's current census is 465 people served in 13 Counties. We are 2 months into the new biennium 21-23 and we are receiving on-time monthly payments for services rendered. EOSSB experienced some new hires in our main office. The Governor, in conjunction with the Oregon Health Authority rolled out a Statewide vaccine mandate which directly impacted our agency as we were considered part of the Executive Order as a Healthcare provider. We navigated our way through this situation and followed all applicable rules. Our agency received 126 survey responses for a return rate of 28% which was up considerably from our previous year. Our office, our staff, and our agency have successfully been operating under COVID related protocols for 19 months which is really a testament to the commitment of our Board to our staff, and the commitment of our staff the people we serve.

## **March 2022 Board Meeting**

Staff, customers, and board members shared good things happening via zoom. Our current census is 471 people. Staffing wise: our long time Office Manager Linda Jones retired after many years with our agency. We hired Nicki Ruiz as our new office manager and Patricia Viles as our new payroll clerk. EOSSB marked our 20-year anniversary of providing services to people in Eastern Oregon! We still serve 42 people who originally enrolled in 2002 and we thank-you each of you for choosing us as your case management entity over the years. We will be celebrating throughout the year, because, why not! It's critically important to celebrate good work as it helps to balance out all the other not so positive stuff happening. We have remained on track with our payments from ODDS and the State of Oregon has recently received Federal American Rescue and Recovery Act funds which will be distributed to entities that apply; such as CME's, service providers, self-advocacy groups, and these funds will assist with increased capacity development. Our Board approved funds from our previous year surplus to make updates to our Hood River office as our space is outdated.

## **June 2022 Board Meeting**

Staff, customers, and board members shared good things happening Face to Face! This is the first time our Board has met in person since April 2020! Our current census is 472 individuals and we have had 23 people exit and 36 people enroll since July 1<sup>st</sup>, 2021. We are on track with our monthly payments from the State and our staffing in the office has stabilized though we are still actively looking for a bi-lingual staff to support our Spanish speaking community. We opened our office following our last Board meeting and it's been great to see people stop in again. We are still maintaining masking when people stop into the office and adhering to stringent cleaning protocols. We completed our ODDS on-site review in May 2022, which turned out exceptionally well. We received very good feedback around our contacts, our ISP's, our assessments, etc. EOSSB's Board President Eric Nisley is not extending his term as President as he has begun a new life adventure in New Orleans. Eric has been a phenomenal leader for our agency and will be greatly missed!

# Executive Director Report

Everyday I think from a perspective of gratitude, I take stock in the positive people I surround myself with, and the work we accomplish together! Taking moments to appreciate the positives is my way of remaining grounded during uncertainty. It's also a good motto to live by as it leaves less time to dwell on the negative noise that has felt uncomfortably loud during the last few years. We have faced many challenges that have been unprecedented but through it all we have remained connected to the people we serve and all of us remain grateful to be doing the work we are doing!

This past year has felt much like a rollercoaster that makes you feel off balance and a bit nauseous upon your departure, but still, a ride that you would likely take again... This is how think of all the changes our staff have had to incorporate into their work, State changes around best practices related to the pandemic, and people getting back to jobs/communities after being isolated. All of the challenges bring us closer together, reflect our cohesiveness as a team, and how much we care about the people we serve. Our staff remain dedicated to the mission of our agency and go above and beyond to do their jobs well. We completed our two-year state review in May which went very well and we completed this process ahead of schedule. Our review is an opportunity to evaluate and celebrate our technical skill with incorporating policies, rules, and best practice.

EOSSB turned 20 years old this year which is a huge accomplishment due in large part to the advocacy of individuals and families, the vision Bill Uhlman, Zee Koza, and Rick Currin shared, staff, and Board dedication. Kristi Avery, Kristen Hughes, and Vicki Swyers started in 2002 and have made huge contributions to the success of our agency. The origins of EOSSB were born from the Staley settlement that laid the foundation that all adults were entitled to receive services in their own communities and not housed in institutions. Fast forward 20 years and services in Oregon have expanded in scope and in coverage to both children and adults. Children's services are provided through county developmental disability programs, our closest partners. We still serve 42 people who enrolled with our agency in 2002 and we serve 477 people in 13 Counties today.

Over the next several years the State will be making changes to re-align our service system back to our roots steeped in self-determination with their strategic plan. The State of Oregon's strategic plan can be found here: <https://www.oregon.gov/dhs/Compass-Project/Documents/Strategic-Plan.pdf> The plan discusses our current reality which I highlighted above regarding rapid change. We have lost our person-centered path along the way and our ability to make local decisions because we are heavily regulated and have numerous rules and policy requirements to follow. With the strategic plan the goal is that ODDS will return to a system that is easy to use from an end user perspective, supports people to live rich lives, allocates the amount of support people need, and is person-centered. The Compass project is another part of the strategic plan to reorient the Individual Support Planning process to reflect person centered thinking. Many of these changes will take an extensive amount of stakeholder input and time to implement.

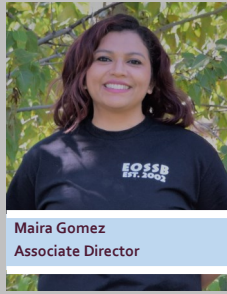
As an Oregonian you have the right to advocate for the system you want and you can do this in several ways. You can participate in the ODDS Engagement and Innovation website where you can give direct feedback on policies the State is looking to adopt, join committees, and help guide new rule development. <https://www.oregon.gov/dhs/SENIORS-DISABILITIES/DD/PROVIDERS-PARTNERS/Pages/engagement-innovation.aspx> - You can also advocate by getting involved in the Oregon Council on Developmental Disabilities <https://www.ocdd.org/#> or by getting involved with the Oregon Self Advocacy Coalition <https://www.askosac.org/> - Just know that in Oregon we do things together and we need voices from Eastern Oregon to participate in shaping the future of our system.

In closing I would also like to give a shout out to our previous Board President Eric Nisley. He stepped into the Board President role to fill in for Steve Carlson. Eric has been instrumental in ensuring our success through COVID, staff retention efforts, and just being an all around awesome human being! Eric, your positive energy will be missed and we wish you well on your new adventures. We also want to give a warm welcome to Marcus Swift, our newest Board President. He lives in The Dalles and has made advocacy his life's work. ~Laura

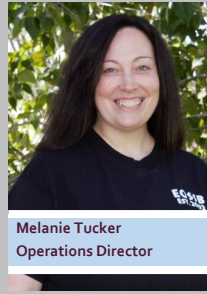
# EOSSB STAFF



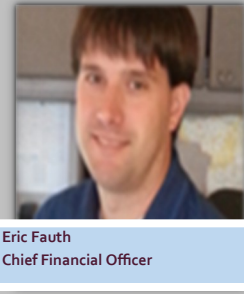
Laura Noppenberger  
Executive Director



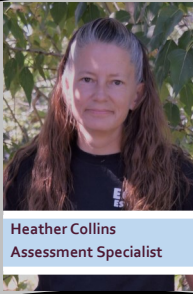
Maira Gomez  
Associate Director



Melanie Tucker  
Operations Director



Eric Fauth  
Chief Financial Officer



Heather Collins  
Assessment Specialist



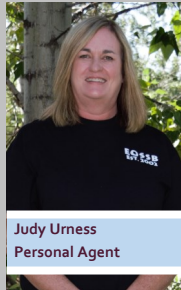
Nancy Fields  
Assessment Specialist



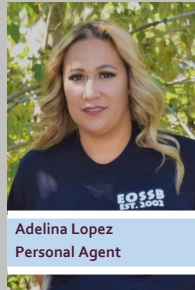
Xochil Springer  
Capacity Development Coordinator



Vicki Swyers  
Personal Agent



Judy Urness  
Personal Agent



Adelina Lopez  
Personal Agent



Tresa Grieve  
Personal Agent



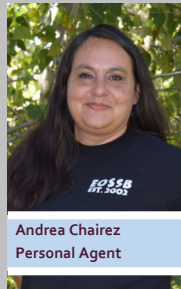
Kristen Hughes  
Personal Agent



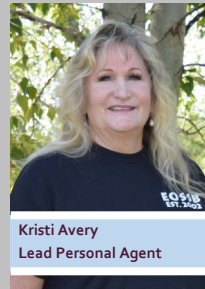
Karl Rhinhart  
Personal Agent



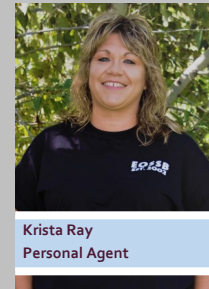
Chantell Michaels  
Personal Agent



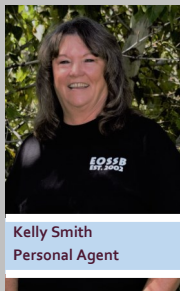
Andrea Chairez  
Personal Agent



Kristi Avery  
Lead Personal Agent



Krista Ray  
Personal Agent



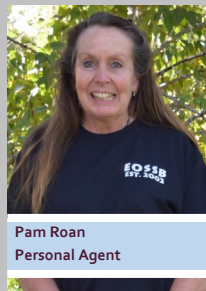
Kelly Smith  
Personal Agent



Carolyn Carlson  
Personal Agent



Lorien James  
Personal Agent



Pam Roan  
Personal Agent



Don Galligan  
Lead Personal Agent



Michael Swanson  
Personal Agent

## Meet Your New Office Team



**Patricia Viles**

Payroll Support

Patricia returned to the Mid-Columbia area from Vermont in 2015. She loves the proximity to the water, mountain and high desert landscape. She raises ducks, is in her third year of beekeeping and has a pet rabbit that loves long walks on his leash.

Patricia joined our team on March 28th this year, has been a stellar addition to our payroll team and has been enjoying the connections she makes with clients and PSWs.

**Nicki Ruiz**

Office Manager

Nicki is a long time resident of the Columbia River Gorge. She spent the majority of her career taking on many challenging roles in retail. She had great success at total store operations and managing up to 50 clerks while maintaining great customer service. She has taken these skills and put the same dedication into her role as Office Manager with EOSSB. When she isn't working, Nicki enjoys the outdoors and spending time with her daughter and husband of 30 years, going on walks/hikes, kayaking and fishing. Nicki joined EOSSB on Feb 14th this year and our office team grows ever better with her guidance.



# CLIENT STORIES



Linda is the social butterfly of the community! Linda loves people and all activities she can be involved in. Linda loves fishing and is an excellent fisherwoman. She can out fish anyone in town and will say yes to any opportunity to fish. Linda is also a wonderful fine crafts artist.

Every year, Linda enters the Harney County Fair with all her arts and crafts projects.

Linda's amazing artistic abilities are reflected in the many blue ribbons hanging on her walls at home. She is proud to always win first place for her crafts.

Linda is also known as a very good athlete who has won many metals at Special Olympic events. Linda walks for charity events in town and is very proud of what she can do at the age of 73.

*~written by Carolyn Carlson, EOSSB Personal Agent*



Hello, my name is Ron Morton, I was born in Eugene Oregon. I have been a client with EOSSB for many years while living in La Grande and also Baker City. EOSSB has helped me so much with my every need and I am very happy with my services and providers.

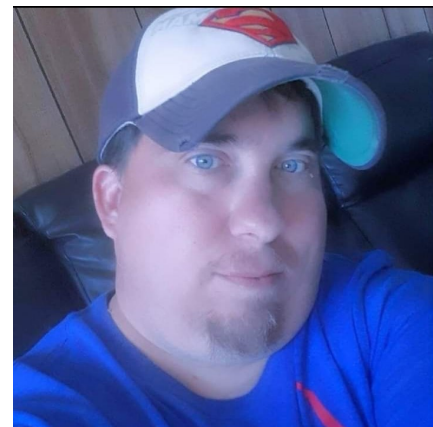
Though I don't currently work, I have previously worked at New Day and Tasty Bake Factory in Baker City. Now I volunteer my time with the animal shelter or Salvation Army in town. In my spare time, I take care of my dog Cooper, hang out with friends, or travel and explore. I like to stay busy and be very active, such as Special Olympics and other ongoing groups.

Exploring and travel are my favorite hobbies! I love to see new places! With help from EOSSB, I was able to travel overseas to South Korea which was fun but can be scary when going overseas by yourself. I must admit that I will bring a friend next time to help. Otherwise, I love to hike, be outdoors a lot and going to the gym.

I'm a big sports fan; GO Oregon Ducks football and Trail Blazers basketball!! One place I would love to go if I had the chance would be Ireland because I'm part Irish, have loved the culture, and everything about the country since I was a boy.

What inspires me? Well, that is a tricky question because there is so much on earth and in the world that I have seen and witnessed to keep me travelling and wanting more in life. I will say that God is my inspiration cause He made it all possible.

*~written by Ron Morton*



# CLIENT STORIES

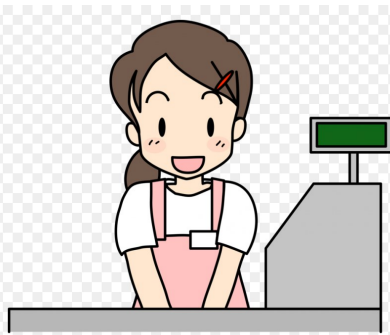
I would like to introduce you to Tessie Smith. Tessie is a ROCK STAR! When I first met Tessie 7 years ago, I was a job developer in Baker City. At that time, she was in an adult foster home struggling with behaviors due to difficulties in her past. We found a job she loved, working at the Lone Pine Restaurant in Baker City. Tessie was able to find success there for a time. She lived with her family, mostly in motels for a couple of years before coming to EOSSB in 2016.

Tessie has now been working at the Grocery Outlet for two years, completes 2-hour shifts, 5-days a week. In addition to Grocery Outlet, she took a second job at the Inland Café washing dishes a couple days a week, and has been there for about a year. She has been working both jobs consistently without a job coach now for several months and the employers are very pleased with her work performance and exemplary attitude. Tessie has a smile that will brighten the day of anyone that sees it!

Tessie was living in a tiny studio apartment for about 5 years but after learning how to manage her finances, pay her own rent and bills, and regulate the anger that can lead to violence, she has become a much happier lady and has now recently moved into a house! She worked and saved and was able to locate exactly what she was seeking. Tessie wanted a pet and now can have one.

The growth of this young lady in the amount of time I have known her is simply amazing. Having the opportunity to experience this degree of independence with support and encouragement is, in my opinion, what allowed her to grow. I am so proud of her accomplishments, as is Tessie! The sky is the limit!

*~written by Pamela Roan, EOSSB Personal Agent*



Anell, a resident of Hermiston, Oregon, started working at Rue21 in March of 2018 and is now considered a “Senior Employee” after gaining the highest seniority at the Hermiston Rue21 location. On the job, Anell gets involved in censoring (applying security tabs), recovery (refolding clothing and restocking), perfume sales, and cashiering.

Voice of Reason has been providing maintenance job coaching to Anell since 2020 and stated “We are proud of Anell, she has overcome so many hurdles in life and in her job. She has the drive to become independent and has been working hard to achieve that goal.”

In February of 2022, Rue21 store manager, Frankie, reached out to Voice of Reason and inquired if Anell’s co-workers could provide her natural supports while she was at work; Frankie stated that he has seen such potential in Anell, and felt the natural supports would be all the assistance Anell would need while at work.

When asked what she liked about working at Rue21, Anell replied, “I love that I get 10% off my jewelry and clothes.” She also went on to say, “I like to sell perfume and scan people’s stuff. So, you should go to Rue21 so I can scan your stuff for you.”

*~written by Andrea Chairez, EOSSB Personal Agent*

# CLIENT STORIES

Meet Roberto and Joy, who live in Hermiston, Oregon and have been married for 9 years. The last 8 years of their marriage, they have been living in their own apartment and both work in their local community.

Roberto has worked at the Hermiston Wal-Mart for 10 years. His position now is a cart pusher and being a senior employee Roberto will train/support new cart pushers. While pushing carts is his main position, on occasion Roberto is asked to help support with carry outs.

Joy has worked for Delish a local restaurant for nearly 5 years as a dish washer and has been branching out to learn other tasks around her work. Joy loves her job and loves opportunities to expand her knowledge on the job.

Roberto and Joy both find satisfaction being employed and plan to continue with their current jobs for years to come.



Sheila lived in institutional settings from the time she was 9 years old. She was not always treated with kindness and respect while living there and experienced trauma as people often didn't understand her needs. Her institutional placement continued until 2008, when she moved into Doris Varner's foster home. Once moved, she was finally in a safe environment with Doris and her husband Phil. Sheila grew close to them and remained in that setting until 2019 when Doris and Phil had to change their licensing and chose to become PSWs instead of a foster home which is when Sheila entered Brokerage services.



During Sheila's time with Doris and Phil, she worked with a sheltered workshop, then a day support center and eventually an employment path center. She went camping, razor riding, and fishing when the weather was nice.

When COVID hit, Sheila's day program shut down and then Doris broke her ankle. This changed a lot for Sheila. During Doris' recovery a new PSW, Faye, began providing care to Sheila. Sadly, Doris never fully recovered and she and Phil retired due to poor health. When EOSSB began looking for Sheila's next move, Faye, her PSW, suggested that Sheila live with her and her husband Kelly. Though Sheila doesn't speak,

she clearly communicated her wish to live with Faye and Kelly so the team agreed and the trial move began.

Eight months later, Sheila's life has changed dramatically. She has a provider and a friend in Faye, who is her sole paid provider. Sheila has developed a strong relationship with Kelly as well, and he has become one of her strongest advocates as well as her proxy employer. He assists her in researching alternative medications so that she has less negative side effects.

Sheila has a great relationship with Kelly's family who live in Eugene and they have considered moving there to be closer to them. On their last trip, Sheila made friends and played together with the grandchildren. She has truly become an integrated member of their family.

Through good times and bad, Sheila has maintained a positive attitude and a sense of humor. She's always found joy in the little things of life. Her indomitable spirit serves to remind us all that, while we don't always get to choose our circumstances, we can choose whether or not we let them define us. Sheila has persevered through the hard times, not knowing that it was ever going to get better and now she's reaping the rewards. It has been an honor getting to know her and work with her.

*~written by Donald Galligan, EOSSB Personal Agent*

# Financial Report

## Financial Report (audit pending)

Fiscal Year: July 1, 2021 to June 30, 2022

			Deviation	
	FY 21-22	FY 21-22	from 21-22	FY 22-23
<u>Revenue</u>	<u>Budget</u>	<u>Actual</u>	<u>Budget</u>	<u>Budget</u>
DD 148 Brokerage Operations	2,597,964	2,597,677	(287)	2,597,964
Interest Income	250	68	(182)	250
Misc Income	1,400	500	(900)	1,400
<b>Total Revenue</b>	<b>2,599,614</b>	<b>2,598,245</b>	<b>(1,369)</b>	<b>2,599,614</b>
<b>Expenses</b>				
Payroll Expenses (salaries)	1,319,859	1,302,158	(17,701)	1,402,208
Payroll Taxes & Benefits	603,967	564,604	(39,363)	633,938
<b>Total Salaries and Expenses</b>	<b>1,923,826</b>	<b>1,866,762</b>	<b>(57,064)</b>	<b>2,036,146</b>
Board/Volunteer Support	12,000	17,300	5,300	12,000
Dues and Subscriptions	15,000	14,204	(796)	15,000
Depreciation (equipment)	5,000	7,084	2,084	6,500
Insurance	23,500	20,921	(2,579)	23,500
Miscellaneous	12,000	14,809	2,809	14,000
Postage and Delivery	6,500	5,796	(704)	6,500
Professional Fees	90,000	119,722	29,722	125,000
Rent/Utilities	30,000	27,284	(2,716)	30,000
Telephone/Communications	40,000	41,461	1,461	40,000
Training - Staff	0	2,250	2,250	6,000
Travel	95,000	60,821	(34,179)	110,000
Office Supplies	35,000	32,456	(2,544)	35,000
<b>Total Services and Supplies</b>	<b>364,000</b>	<b>364,108</b>	<b>108</b>	<b>423,500</b>
Flex Fund & Misc. expenses	1,650	24,586	22,936	1,650
<b>Total Other Expenses</b>	<b>1,650</b>	<b>24,586</b>	<b>22,936</b>	<b>1,650</b>
<b>Total Expenses</b>	<b>2,289,476</b>	<b>2,255,456</b>	<b>(34,020)</b>	<b>2,461,296</b>
<b>Net (Revenue- Expenses)</b>	<b>310,138</b>	<b>342,789</b>	<b>32,651</b>	<b>138,318</b>

# Customer Satisfaction Report

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

- 55% were filled out by the individual receiving services.
- 44% were filled out by another on behalf of the individual but from the perspective of the individual receiving services.
- 1% were completed by a significant other of the individual receiving services.

**91 out of 453 surveys were returned for a rate of 20%.**

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

Yes 72 (80%) Not Sure 12 (13%) No 6 (7%)

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

Yes 79 (89%) Sometimes 10 (11%)

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

Yes 84 (92%) Not Sure 7 (8%)

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

Yes 83 (93%) Sometimes 6 (7%)

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

Yes 83 (92%) Not Sure 5 (6%) No 2 (2%)

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

Yes 22 (25%) Not Sure 19 (22%) No 47 (53%)

7. Do you feel safe?

Yes 74 (84%) Sometimes 13 (15%) No 1 (1%)

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

Personal Agent: Yes 79 (92%) Sometimes 6 (7%) No 1 (1%)

Support Staff: Yes 66 (95%) Sometimes 3 (4%) No 1 (1%)

Family: Yes 75 (94%) Sometimes 2 (2%) No 3 (4%)

Friends: Yes 57 (88%) Sometimes 6 (9%) No 2 (3%)

Others: Yes 30 (83%) Sometimes 1 (3%) No 5 (14%)

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

Yes 71 (83%) Not Sure 13 (15%) Sometimes 1 (1%) No 1 (1%)





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

Yes 74 (87%) Sometimes 8 (10%) No 3 (3%)

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

Personal Agent Yes 79 (96%) Sometimes 2 (2%) No 2 (2%)

Support Staff Yes 67 (92%) Sometimes 2 (3%) No 4 (5%)

Family Yes 70 (93%) Sometimes 3 (4%) No 2 (3%)

Friends Yes 56 (89%) Sometimes 7 (11%)

Others Yes 33 (83%) Sometimes 2 (5%) No 5 (12%)

12. I am happy with my life.

Yes 60 (68%) Not Sure 1 (1%) Sometimes 25 (29%) No 2 (2%)

13. Are you satisfied with where you live?

Yes 82 (91%) Not Sure 1 (1%) Sometimes 4 (5%) No 3 (3%)



Great Thanks to Everyone who Returns Their Surveys!  
Your feedback is so important to us!



# EOSSB CELEBRATES 20 YEARS

20 years ago, in 2002, it was a time of inequitable access to community-based support where people sat on waitlists, received only some small amount of service and hoped they didn't have to reach crisis level before they got the services they needed. Many people were isolated and had no access to supports to be thriving members of their communities.

Then came the Staley settlement and the advocacy from individuals with disabilities, families, The Arc, and Disability Rights Oregon. This brought Brokerages to life and Oregon saw a wide range of services for adults and children become available. No one in Oregon is on a waitlist! Services are equitable and people over 18 are provided choice around the Case Management Entity they want to have their services through. EOSSB went from serving 62 people back in 2002 to 478 today and room for more!

Without the foundation of the Olmstead agreement\* and the Staley settlement, where might we be today? Unfortunately, there are still approximately 464,000\* people on waitlists in more than 30 States. For example, Kansas\* currently has more than 5,000 people on a waitlist and the average wait time for services is 9 or 10 years.

After 20 years of service, we can reflect back and see where we have come from. We are incredibly lucky to live in a State that no longer has a waitlist! We are grateful for the level of advocacy that we know it took to create a robust service system, and feel further dedicated to the work to keep improving our system.

thanks for  
joining us!

EOSSB is proud to still be serving Eastern Oregon and after 20 years has members of staff and clients who are still a part of our journey.

Kristi Avery is one of our founding staff members, who still works with EOSSB clients. She noted: "The best thing about my job is all of the great people that I work with. I'm always meeting new people and learning something new. EOSSB has a wonderful team of staff

and our customers are amazing. We coordinate with many agencies, which I also enjoy."

Sally, an individual we support, has been receiving services through EOSSB since 2002. She lived at Fairview Institution many years ago. She will be celebrating her 85th birthday this summer. She indicated "I live in my own apartment, and I am thankful for this. My independence is VERY important to me. I have Personal Support Workers that help me every day. I enjoy the activities and the EOSSB Annual Meeting/Picnic in LaGrande each year. I like visiting my friends, going to church and I have enjoyed going camping and going to the coast." Sally N.

EOSSB wants to thank everyone who has been a part of our story and hope to continue to create great memories for 20 years and more to come.



\* [https://www.ada.gov/olmstead/olmstead\\_about.htm](https://www.ada.gov/olmstead/olmstead_about.htm)—more about the Olmstead Act

\* <https://www.kff.org/health-reform/state-indicator/waiting-lists-for-hcbs-waivers/?currentTimeframe=0&selectedDistributions=idd&sortModel=%7B%22colId%22:%22Location%22,%22sort%22:%22asc%22%2D#note-2> - more about State waitlist info

\* <https://www.drckansas.org/resource-center/hcbs/endthewait> - end the wait in Kansas