



**EASTERN
OREGON
SUPPORT
SERVICES**

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2023 Annual Report

July 1, 2022 to June 30, 2023

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 by helping them find joy and their place in life, by working towards the same aspirations as all citizens; 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 client's complete 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 that 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 has changed 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 473 in the Eastern Oregon Support Services Brokerage with a maximum capacity of 480 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 9 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.

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

Board President Report

I have been serving on the EOSSB Board since 2020 and as Interim President since March 2023. I am honored to have been nominated to serve as Board President moving forward. My son, Rob, enrolled in Brokerage services in 2019, and during that time his independence increased through his job at Safeway and through inclusion opportunities. His independence fosters my independence, allowing me to participate in our community and creating a safety net for Rob and me as we age. I understand the topic of caregiver aging is not one everyone wants to broach, but the fact of the matter is we are all aging, and the more people we invite into our individual circles the more resources we can tap into should the need arise. I am thankful every day for the connection that Rob and I have made within our community and the support we receive fostering new relationships. This past year has been amazing as Rob became a catalyst for a new project quite by accident. We both felt isolated during COVID and one of the things Rob really missed was dancing and connecting with peers. We were out for dinner one night and a song Rob liked came on and he got up and began dancing with joy. This prompted me to think that what we really needed was a dance which would help our local community reconnect. With the help of EOSSB and other players, we sponsored a grant that brought about a Dance in October of last year and helped spur the creation of the Mid-Columbia local alliances. We have two local alliances now (one that is primarily Spanish speaking) in the Mid-Columbia area, which did not exist before. For an agency that has been around for decades I am impressed by their ingenuity and continued focus on capacity. EOSSB staff continue to support people with planning goals, reaching outcomes, fostering independence, and connection within our rural communities. EOSSB Staff have also been hard at work on Diversity/Equity/and Inclusion priorities and Emergency preparedness. Diversity and Equity are cornerstones of self-determination and play an integral role in people being able to succeed in their communities. Emergency planning has also become a leading concern given that fires and natural disasters occur with greater frequency and underscore the importance of being prepared, knowing when to shelter in place, having supplies on hand, and being prepared to evacuate if necessary. Truly, it is an honor to work with such an amazing and inspiring agency. ~Judy May

Board Members

Name	Representation	Term
Judy May	Family Member/President	2026
Daniel Tucker	Self Advocate/Vice President	2025
JulieKay Dudley, MSW	Family Member/Secretary Treasurer	2025
David Russell	Self Advocate	2026
Josephine Vowell	Family Member	2024
Emily Moe	Self Advocate	2024
Kristi Smalley	Family Member	2024
Lon Thornburg	Community Partner	2025
Corey Ackerman, YTP Teacher	Community Partner	2025
Nancy Fields	Community Partner	2026
Sherri Croft	Community Partner	2026

Board Activities

September 2022 – Annual Meeting

It was so amazing to see people at our annual meeting after two years of not being able to see friends! We had 110+ people attend Riverside Park in LaGrande which we also dubbed as our 20-year celebration of EOSSB's inception! We distributed EOSSB swag to every attendee along with COVID supplies as we had an overstock. Eric Nisley reviewed his last Presidents report as he moved to New Orleans shortly before our annual meeting. We reviewed our annual report which summarizes our values, organizational outcomes & activities, reports on positive things our customers are doing, and contains individual customer satisfaction results. We had our event catered by Bud Jackson's and Le Bebe Bakery, both businesses in LaGrande. We received tremendous positive feedback on the food and desert choices. Wicked Mary played a show for us that was nostalgic of previous times when we have been able to gather. For customers who were present they had an opportunity to win a Tab A and we gave away five \$100 gift cards for people returning their annual satisfaction survey. It felt tremendously special to be able to gather in person and reflect on how much face-to-face contact has been missed.

October 2022 Board Meeting

Staff, customers, and board members shared good things happening in our region. EOSSB's current census is 477 people served in 13 Counties. We have been hovering at around 99% of our State contracted capacity and have enrolled 10 people since July 1st, 2022, and have had 4 people exit. The office of Developmental Disabilities received approximately 160 million in COVID relief dollars which the State has matched from general funds dollars. They allocated some funds immediately to Case Management entities such as EOSSB to fund one-time/short-term projects though to date, we have not received these funds. During this time, we also received a grant from this same allotment of ARPA funds to host a dance which helped to spur the creation of a new local alliance in the Mid-Columbia area. We reviewed our annual report which summarizes our values, activities, and reports on positive things happening with our customers.

We reviewed our satisfaction data from people we serve, and we received 138 surveys from the 443 mailed. EOSSB received Board approval to re-vamp our main office in Hood River and we are in the process of obtaining BIDS and determining next steps.

March 2023 Board Meeting

Staff, customers, and board members shared good things happening in our region. Our current census is 477 people. EOSSB received an allotment of ARPA funds previously discussed in October to be used for short term projects supporting other grants or things we aren't currently contracted for. We are determining how best to apply those funds to support short term projects and positions we aren't currently funded for. We discussed staffing changes with two planned retirements (Nancy Fields and Carolyn Carlson) along with a staffing departure of Maira Gomez. We recently hired Abigail Myrick as our POC analyst, Malina Barlow (new Harney/Wheeler/Grant PA), and Mike Miller (new Mid-Columbia PA). We completed our office remodel and had a grand re-opening on March 31st. This remodel allowed us to create extra space in our existing office and address sound issues related to a day care that operates next door. The Board also discussed the impending end to public health emergency and steps the State is taking to transition case management back to pre-Covid days.

July 2023 Board Meeting

Staff, customers, and board members shared good things happening in our region. Our current census is 468 people. Since July 1st, 2022, we have exited 35 people and supported 38 people to enroll with our agency. Customers leave EOSSB for various reasons such as they are moving to another location in the State served by another case management entity, moving out of State, into comprehensive services, or as a Choice move to a local CDDP. Our numbers fluctuate monthly based on the needs of the people we serve. We just began the new 23-25 biennium and have a draft budget in place until we receive final numbers from the State. Once we receive final numbers, we will pass a final budget. We on-boarded Cynthia Rivera (Mid-Columbia PA) who is bi-lingual/bi-cultural.



Executive Director Report

EOSSB has experienced an amazing year as we come out of the public health emergency and return to business as usual. We held our Annual meeting in September of 2022, which was the first time we were able to successfully gather in-person since 2019. We celebrated our 20-year anniversary in March of last year which really had us pulling out all the stops at our annual meeting with EOSSB shirts, travel mugs, to go bags, COVID related items, a fantastic band, and terrific food! It was a wonderful celebration after being so isolated from people the previous 2.5 years.

We have come out of this experience more united as a team, more prepared for the unexpected, and more flexible in our service delivery. With greater technology at our fingertips, we can more effectively support people who are busy, living their lives, and don't always have time for in-person meetings.

Technology has also helped us operationally span our geography more effectively and reduce travel time.

EOSSB has taken on new projects over the past year that inspire us and help us grow stronger as an agency and resource in our catchment area. Projects have included emergency planning, Diversity, Equity, Inclusion (DEI), and capacity expansion. Our emergency planning project is geared towards helping our customers and staff better prepare for life's unexpected challenges. We've been gathering data around emergency preparedness and meeting on a regular basis to help us identify what our clients need to effectively shelter in place when warranted.

In partnership with our Mid-Columbia Employment First group, we wrote a grant addressing capacity in our region and were awarded the full amount. This money allowed us to host a dance and use that event to spearhead new local alliances in the Mid-Columbia area. This capacity idea came to us from Robbie May (Judy May's son) who missed dancing with friends during COVID. Robbie wanted to have a community

dance, so we pulled a team together with support from our Capacity Development Coordinator, wrote a grant, had a huge dance party, and tied this event into a capacity grant as we lack opportunities for people to come together in our rural communities. We furthered this capacity work with the creation of a Mid-Columbia local alliance and Spanish Speaking local alliance that did not exist prior this grant. They've actively been working on developing charters, outlining goals, and recently went on a trip to Oaks Park for a team building/fun day.

EOSSB has been moving the needle on (DEI) work over the past year, which helps us better understand our blind spots in serving people from other backgrounds and cultures. We submitted a DEI assessment and plan to the State of Oregon and our action plan is a living document that we are continually working to improve. We are here to serve everyone in our catchment area which means equity needs to reach our tribal communities, our Spanish speaking communities, and our staff/Board need to be representative of the communities we serve.

We remain committed to our mission of creating and supporting a world where all people are supported to be members of their communities and families, working and socializing within their communities and finding joy in life. We have focused on supporting people to find meaningful work such as Billy who is currently working at Guardian Angels Assisted Living Facility in Hermiston, and Misty who lives in Condon and works at the Condon Early Learning Center. These individuals worked with their Personal Agents, family, Vocational Rehab, and Employment agencies/vendors to find employment.

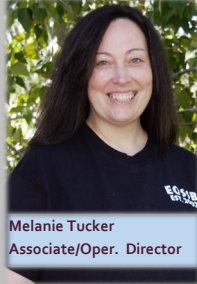
~ Laura



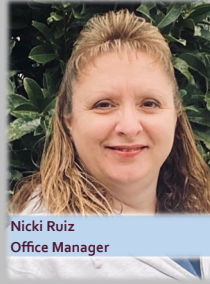
EOSSB STAFF



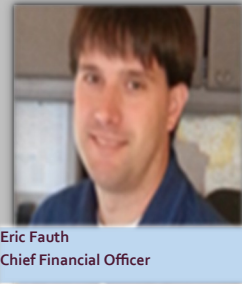
Laura Noppenberger
Executive Director



Melanie Tucker
Associate/Oper. Director



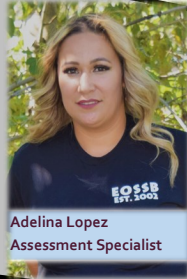
Nicki Ruiz
Office Manager



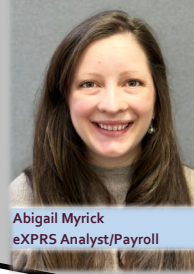
Eric Fauth
Chief Financial Officer



Heather Collins DRC/QA/
Lead Assessor



Adelina Lopez
Assessment Specialist



Abigail Myrick
eXPRS Analyst/Payroll



Xochil Spring
Capacity Development Coordinator



Vicki Swyers
Personal Agent



Judy Urness
Personal Agent



Mike Miller
Personal Agent



Tresa Grieve
Personal Agent



Kristen Hughes
Personal Agent



Cynthia Rivera
Personal Agent



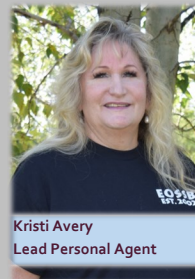
Karl Rhinhart
Personal Agent



Chantell Michaels
Personal Agent



Andrea Chairez
Personal Agent



Kristi Avery
Lead Personal Agent



Krista Ray
Personal Agent



Candice Stahler
Personal Agent



Kelly Smith
Personal Agent



Malina Barlow
Personal Agent



Lorien James
Personal Agent



Pam Roan
Personal Agent



Don Galligan
Lead Personal Agent



Michael Swanson
Personal Agent

WELCOME—NEW STAFF



eXPRS Analyst / Payroll Support - Hood River Office

Abigail lived in California until the age of 25, moved to the Colorado mountains for a short while, and now happily calls the Columbia River Gorge her home. In her free time, Abigail enjoys spending time with her family and going on scenic hikes with her dog. Abigail received her degree in Business Administration and will use her knowledge of business and hospitality to help EOSSB clients get the care that they need.



Personal Agent - Mid-Columbia Areas

Candice was born in Seattle WA and became an Oregon resident two years ago when she moved here to start a hobby farm / small homestead with her husband and three children. Candice's family is very active with sports and fast paced hobbies like horseback riding, lawn mower races, quad riding and snowmobiling. Candice comes to us with years of advocating for young children in the foster care program to adult age in assisted living. Candice has a passion to help individuals live life to the fullest while overcoming life's obstacles.



Personal Agent - Mid-Columbia Areas

Mike comes to EOSSB with a background in Supported Employment. Originally from Kansas Mike moved to Oregon seven years ago and has been living in the gorge for the last three years. He looks forward to interacting and being there to support people live the life they want and dream of. When not working you can probably find him running his two dogs April and Opal, or smoking meats on his BBQ.



Personal Agent - Harney, Grant, and Wheeler Areas

Malina joins EOSSB from Harney County. She was raised on remote ranches in parts of Nevada, Klamath Falls and in Burns, Oregon. Malina has had a 32 year career in Eldercare, Mental Healthcare, and Intellectual/Developmental Disabilities direct care. She is an awesome addition to the EOSSB team! Outside of work Malina has two grown kids and four grandchildren. She loves helping people, spending time with family, friends, her dogs and being outside.



Personal Agent - Mid-Columbia Areas

Cynthia joined EOSSB from Hood River Valley High School, where she was the Youth Transition Specialist. Cynthia is Spanish bilingual and has supported this population for a number of years. Cynthia knows how important it is to support her community and EOSSB is very happy to add her to our team.

CLIENT STORIES

DAVID CAVINESS—GRUMPY’S AUTO REPAIR

I would like to introduce you to David Caviness. David lives in Baker City and has a complete understanding of the importance of having individual, integrated, community-based employment. David is now working at Grumpy’s Auto Repair, where he was hired at the end of April 2023. His primary duties at Grumpy’s include helping keep the shop clean and organized. This is the third job David has had in the last 5 years; the first two dissolved through no fault of his.



One business closed with no notice and the other decided to go another direction, because of their expansion and hired a landscaping business to maintain their properties. David NEVER gave up hope! He just regrouped and carried on.

He strives for independence in everything he does. David’s main source of transportation is his bicycle, and he prefers it that way. The only time David prefers transportation be provided is if he is going out of town for shopping or recreation, or if there is too much snow on the ground to safely ride his bike. David has DSP support, through Thrive Services that assist him with in-home support as well as job coaching.

We celebrate how far David has come in the last couple years! YOU ROCK DAVID!

Misty Dickson—How I got my job!

When I moved to Condon Oregon with my older sister and her husband it was very hard to try to find a job due to covid.

My sister got a hold of Vocational Rehab in The Dalles and set up a meeting with Chris Howell. We had the meeting with Chris Howell and explained what I was looking for in employment. He explained how the program worked and set up a meeting with Sylvia Hurtado. We met with Sylvia Hurtado and knew that we liked her instantly. So we had her go right to work. Within a couple of days I had my first interview with Jeanine Conboy at Condon Early Learning Center. I felt that my interview went well. Soon after, I was hired and I really enjoy working there. I am able to get to and from my job with the help of my sister Denise and my Brother-in-law Ron. I am grateful for having Vicki Swyers as my Personal Agent.



CLIENT STORIES

TARA—

Tara is a woman who has spent the last couple of years working diligently on gaining her independence. When I, her personal agent, began working with her she had her mom as legal guardian and was working for her mother as a CNA nurse. A few years ago she hired PSW, Cindy, and they became fast friends, and Tara's mom actually named Cindy as a co-guardian to help care for Tara in the



instance that she (mom) was no longer able to. A couple of years ago, Tara decided that she might want to have a baby one day and get married. This was met with extreme opposition from her mom, she was told that she doesn't have the ability to have a baby, she doesn't have the maturity to care for a baby, and isn't capable of being in a safe relationship with a man. It was this conflict that began her journey towards controlling her own life.

In the last couple of years, she has undergone sexual education classes with Cindy and taken over her own medical care. This is a huge accomplishment because years ago she wouldn't even take her medications unless monitored directly by her mother. She took over budgeting her money, with the assistance of a rep-payee (Lifeways), and got so good at it that she took over paying all of her household bills. She transferred all the household bills into her name when her mom's health declined, which allowed Tara stay in their apartment herself. To help facilitate this she opened an ABLÉ savings account. Then she began working to terminate her guardianship. This was accomplished last year in the fall of 2022 after much hard work and struggle. This likely would not have been accomplished without the support of her then guardian, Cindy Farmer, who remains her PSW and confidant to this day.

Not all of this was smooth, Tara ended up having to move out of her family apartment due to conflict with members of her family, and she now lives alone in her own apartment. She had to change jobs; she was working at an assisted living facility, but conflict with her bosses over scheduling made that untenable. She faced harsh criticism from her mother for her choices. Through it all, Tara maintained a positive attitude and never gave up, even when it seemed there was nothing that could be done to alleviate the issues.



Now, in 2023, Tara is living alone, managing her own healthcare, managing her own finances, and working at a job she loves. She works for a co-op, a job she found on her own and has been able to maintain with minimal assistance. This job is literally across the street from her apartment. She has a boyfriend and they are quite happy together. While she has decided to wait on having a child, the desire that started her down this path of independence, she has nonetheless carved, through hard work, a beautiful life for herself. Tara is living proof that hard work and perseverance can overcome any obstacle. Whatever the future holds for Tara, she will be able to not only survive, but thrive. It is a privilege to have been able to watch and be a part of this journey.

CLIENT STORIES

BILLY -

Billy has had a job at Guardian Angels Assisted Living Facility in Hermiston, OR as a laundry attendant for over a year. He likes that his job keeps him busy and he says, "I like to make extra money, so I can pay my bills." Billy receives support from a job coach when he needs it, but he has done very well independently and has good relationships with his employers. Billy's only complaint is, "I don't like to get off early, because I like having something to do with my time."

Great work Billy, we are so happy that you have a job you enjoy and are succeeding!



Kerri -

Kerri loves her job at the Senior Center!

She works twice a week and wouldn't change anything about her job, she loves it so much.

Kerri has support from her dad who is also her PSW.

Kerri says her favorite things about her job include free food she gets to eat and getting to talk to all the people who come to eat at the Senior Center. She loves to ask them questions about their lives like, "what is your dog's name?" and, "what are you going to do tomorrow?"

We think it's really great that Kerri gets to meet and talk to many different people and her lovely personality really brightens up the Senior Center in Burns, Harney County Oregon.



Rob has been working at Safeway for a handful of years now. He wasn't able to work through the COVID shutdown, but he was very happy when he was able to go back to work and the Safeway crew were very excited to see him come back as well. Rob has a very sweet, helpful spirit and his job keeps him out in the community and active.

Rob wants to work as long as he can and we are glad to hear that, because we love to see his awesome smile when we are at his Safeway.

SPECIAL STORY

Remembering Sally Nesselrodt

Sally was born July 10th, 1937 in Johnson City, Iowa. Sally lived in the Willamette Valley for many years when she was young, and then was placed at the Fairview Training Center. As an adult she shared her stories about her experiences there.

She later moved from Fairview and eventually lived in Pilot Rock, Oregon. She met and married her husband, Elmer Busch and had one stepson, Elton Busch.

Sally was amazingly resilient and got her strength from her relationship with God. Her faith was very important to her and she attended church every Saturday in Pilot Rock and later in Hermiston, Oregon where she moved in 2012.

Sally enjoyed visiting with friends, both old and new. She liked participating in bowling and bocce ball with Special Olympics. She loved animals and had a cat that lived at her home in Hermiston.

Sally passed away on January 19th, 2023. She is buried at the Pendleton Cemetery. A celebration of life was held for her at the Umatilla County Arc on February 16th, 2023.

Sally is greatly missed by everyone that had the opportunity to know her.



Financial Report

Financial Report (audit pending)

Fiscal Year: July 1, 2022 to June 30, 2023

	FY 22-23	FY 22-23	Deviation	FY 23-24
<u>Revenue</u>	<u>Budget</u>	<u>Actual</u>	from 22-23	<u>Budget</u>
DD 148 Brokerage Operations	2,597,964	2,598,061	97	2,597,964
DD 57 - ARPA Funds	0	159,941	159,941	0
Interest Income	250	1,738	1,488	250
Misc Income	1,400	37,651	36,251	1,400
Total Revenue	2,599,614	2,797,391	197,777	2,599,614
<u>Expenses</u>				
Payroll Expenses (salaries)	1,402,208	1,417,829	15,621	1,490,788
Payroll Taxes & Benefits	633,938	579,063	(54,875)	635,139
Total Salaries and Expenses	2,036,146	1,996,892	(39,254)	2,125,927
Board/Volunteer Support	12,000	17,000	5,000	12,000
Dues and Subscriptions	15,000	16,000	1,000	15,000
Depreciation (equipment)	6,500	7,855	1,355	6,500
Insurance	23,500	22,484	(1,016)	23,500
Miscellaneous	14,000	13,167	(833)	15,000
Postage and Delivery	6,500	6,609	109	6,500
Professional Fees	125,000	110,897	(14,103)	125,000
Rent/Utilities	30,000	27,555	(2,445)	33,000
Telephone/Communications	40,000	48,055	8,055	40,000
Training - Staff	6,000	1,025	(4,975)	7,500
Travel	110,000	89,525	(20,475)	110,000
Office Supplies	35,000	173,425	138,425	40,000
Total Services and Supplies	423,500	533,597	110,097	434,000
Flex Fund & Misc. expenses	1,650	13,018	11,368	1,650
Total Other Expenses	1,650	13,018	11,368	1,650
Total Expenses	2,461,296	2,543,507	82,211	2,561,577
<u>Net (Revenue- Expenses)</u>	138,318	253,884	115,566	38,037

Customer Satisfaction Report

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



- %15 were filled out by the individual receiving services.
- %16 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.



138 out of 443 surveys were returned for a rate of %31

1. Do you know all the things that EOSSB services can do for you?
Yes 100(74%) Not Sure 25(19%) No 10(7%)
2. I feel that people in EOSSB who support me, listen to me.
Yes 112(86%) Sometimes 17 (13%) No 1 (1%)
3. My plan says what I want it to say
Yes 127(95%) Not Sure 6(4%) Sometimes 1 (1%)
4. I am happy with the supports and services I get.
Yes 115(88%) Sometimes 13(10%) No 2 (2%)
5. The support and services I receive are helping me to get what I want, to reach my goals.
Yes 125(94%) Not Sure 2(2%) Sometimes 1 (1%) No 4(3%)
6. Are there supports and services that you need and don't get?
Yes 29(23%) Not Sure 31(24%) No 67(53%)
7. Do you feel safe?
Yes 116(87%) Sometimes 15(11%) No 2(2%)
8. When I want to make changes, People support me.
Personal Agent: Yes 121(92%) Sometimes 8(6%) No 3(2%)
Support Staff: Yes 111(93%) Sometimes 5(4%) No 3(3%)
Family: Yes 111(94%) Sometimes 4(3%) No 4(3%)
Friends: Yes 97(86%) Sometimes 10(9%) No 6(5%)
Others: Yes 59(81%) Sometimes 6(8%) No 8(11%)
9. I know what to do when I have a disagreement with EOSSB or staff person
Yes 107(83%) Not Sure 16(12%) No 6(5%)

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

Yes 115(88%) Sometimes 12(9%) No 4(3%)

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

Personal Agent Yes 117(90%) Sometimes 12(9%) No 1(1%)

Support Staff Yes 113(94%) Sometimes 6(5%) No 1(1%)

Family Yes 111(93%) Sometimes 5(4%) No 3(3%)

Friends Yes 100(88%) Sometimes 8(7%) No 6(5%)

Others Yes 65(85%) Sometimes 5(7%) No 6(8%)

12. I am happy with my life.

Yes 97(73%) Sometimes 34(25%) No 2(2%)

13. Are you satisfied with where you live?

Yes 107(80%) Sometimes 34(26%) No 6(4%)

NEW CLIENT SURVEY COMING– October 2023

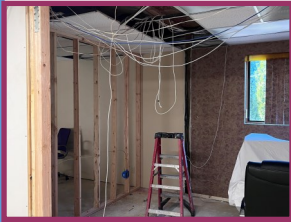
We will soon be implementing a new Client Satisfaction Survey, which is being re-written with a focus on making the questions clear/easy to understand, and inclusive of all the important topics for clients to have an opportunity to give feedback on. This was a project brought on from discussions with EOSSB and their board of directors, around improving the questions in the client survey so clients have a proper opportunity to give us crucial feedback in a way that covers all the areas of service that are important to them.

EOSSB is very dedicated to gathering, responding to, and implementing changes around important client feedback. Thank you to everyone who takes the time to return the client satisfaction survey and we are grateful for your thoughtful responses that helps us meet our client's needs better each year!



EOSSB OFFICE RE-MODEL

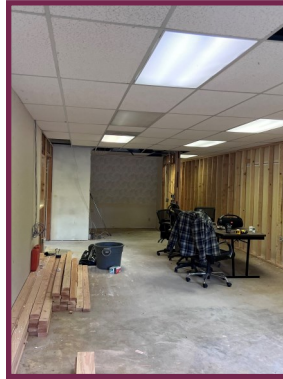
It's been a long year of construction and renovation at EOSSB administrative office in Hood River.



We had many altered operations as we went through a large project to update the building that the EOSSB main office resides in. It was a large project that completely gutted the inside of our building, so that we could make crucial updates to our suite.



We had new floors installed, restructured some walls and opened up the space to more light.



We were able to get all new furniture and are in the process of installing a new phone system.



We love how our new environment is more open and inviting to the public as well as having an updated and environmentally clean space for our staff.



We had an open house on March 31st and were very happy to have many visitors come in to visit and see our new space.



We want to thank everyone for their patience with us as we've gone through this project and we hope that everyone can get an opportunity to come in and see our new digs!

Shout out to the office staff for their continued efforts to keep our administrative office running through the construction phases and their flexibility and commitment to serving our clients.

