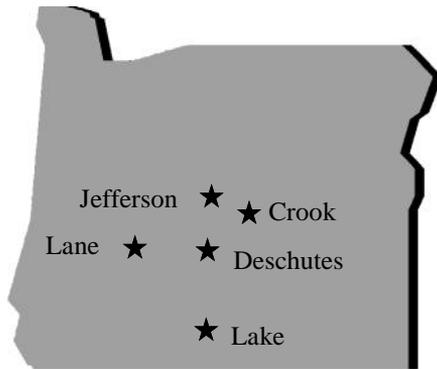




Creating opportunities for  
people with developmental disabilities

# Annual Report

## July, 2008 - June, 2009



Full Access envisions a world where equal access ensures that all people live, work and recreate in their community, consistent with their preferences and choices. This is a world where partnerships thrive and support is a natural extension of community membership. In the Full Access vision dreams are pursued through active community participation choices and advocacy.

## **Introductory Remarks by Margaret Theisen, Executive Director**

Change was not just a political campaign this past year; it was clearly the reality for our agency!

- Our new name and logo were adopted by the Board of Directors
- We expanded contracted services in Central Oregon by 100 people (that is 40 % for that region!)
- We expanded staff by 3 full time positions
- We hosted four Sprout Film Festivals and three additional client participation events
- We planned and began implementing two major initiatives directed by the State
- We got commitments from two funders for adding an elevator to our Eugene office building
- We said goodbye to our founding Board President Pamela S. Ring
- We participated in leading key efforts in legislative activities, state-wide coalitions, advocacy and program development for people with developmental disabilities.

Our changes have been rooted in our Mission and Vision, and represent the continued growth of our organization and our success supporting our customers and their families. The purpose of this report is to give our communities a snapshot of the events, accomplishments and challenges of our agency during the past fiscal year, July 1, 2008 through June 30, 2009. We did significantly change our annual report format, so if there is information you feel is missing, you can contact our office for more!

## Service Accomplishments

Our agency's accomplishments are best represented by the efforts of our clients. These highlights represent many others we know about and we would like to thank all of our clients for their hard work and commitment to success.

**Lizzy Alfonso**, now 23 years old is someone you will never forget! At 15 months, this little girl's heart failed and her recovery was a miracle. From that time, Lizzy has faced many obstacles, but has made the choice to defeat all odds and come out on top.



Today you can see Lizzy living and working in Sisters, Oregon. She works at the Blue Spruce Bed and Breakfast as an Inn Keeper. Lizzy's regular activities include horseback riding, working out at the gym with her personal trainer, making gorgeous quilts, taking piano lessons and being an active member in the Sisters community.

Lizzy volunteers at various senior centers performing her famous Elvis impersonations and bringing great joy to their day. Lizzie also presents at local college classrooms about her life story. Her presentation demonstrates to others what you can accomplish when you never give up on your dreams.

In her free time, Lizzy loves the Pirates of the Caribbean movies, journaling, traveling, spending time with friends in the community and of course, listening to her Elvis CDs!



**Charity Lambert**  
with her award  
from The Arc of  
Lane County.



**Sherlynn Dendy**  
receiving her award  
from Pearl Buck  
Center.

**Perry Johnson** is a man of few words. That does not mean he is not listening to the conversation – in fact it is quite the opposite. He hears everything said and he is usually busy thinking about his short and exact response.

Perry has an extraordinary ability to remember numbers, historical facts, and obscure details. He reads the daily local newspaper and two others, and retains a high percentage of the information.

During 1970 after studying at Lane Community College, he started his career as an auto detail specialist with Wentworth Buick Pontiac GMC. For his employer and friends at Wentworth Buick Pontiac GMC his presence is a gift to everyone who has the pleasure to meet him. Long time employees Ken and Dalene Schram recall stories about working with Perry.

"In thirty-eight years of working here, Perry has never called in a day sick except when he had prostate cancer.

Even then, he was under doctor's order to refrain from work. The fourth generation dealership owner Scott Wentworth continued to pay all of his wages during that time. The only other time was in 2004 when his mother Bertha Johnson died," says Ken. Perry has received many acknowledgments for his successes and was the Grand Marshall for our agency float at the 2008 Eugene Celebration Parade, courtesy of Wentworth Buick!



**Sean Ertsgaard** has been enrolled in Full Access since June 2006. Prior to that, he was a familiar face at the office for a couple of years as our employed shredder and office support staff. Sean lives in his own apartment in Bend. He works part time at the local newspaper, The Bulletin, where he has done archiving and scanning for over 4 years.

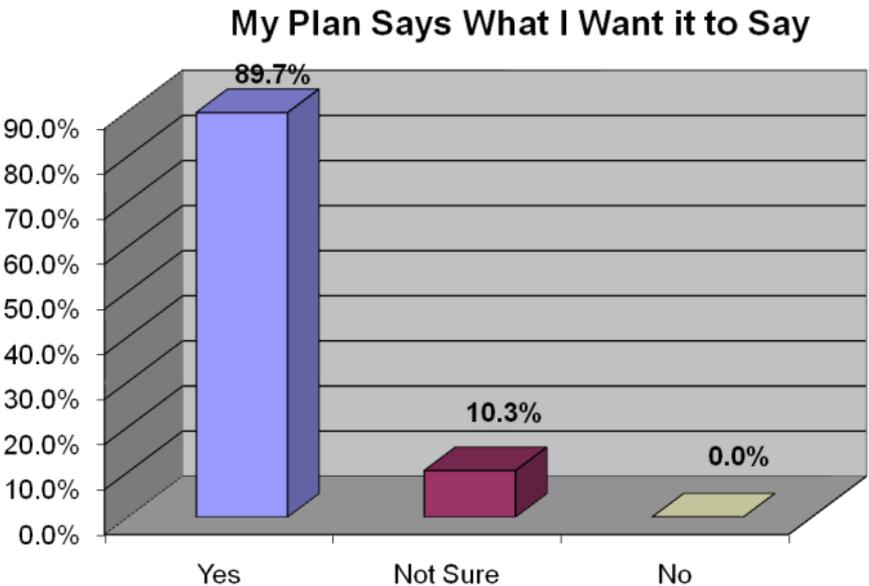


Sean has become a dedicated advocate for issues that affect adults with disabilities. You can see him speaking to the Bend City Council about transit cuts, at Central Oregon Community College and the Ways and Means committee at the State Capital in Salem. Sean's dedication has paid off as his voice has made a difference in the critical decisions community councils and state legislatures have made.

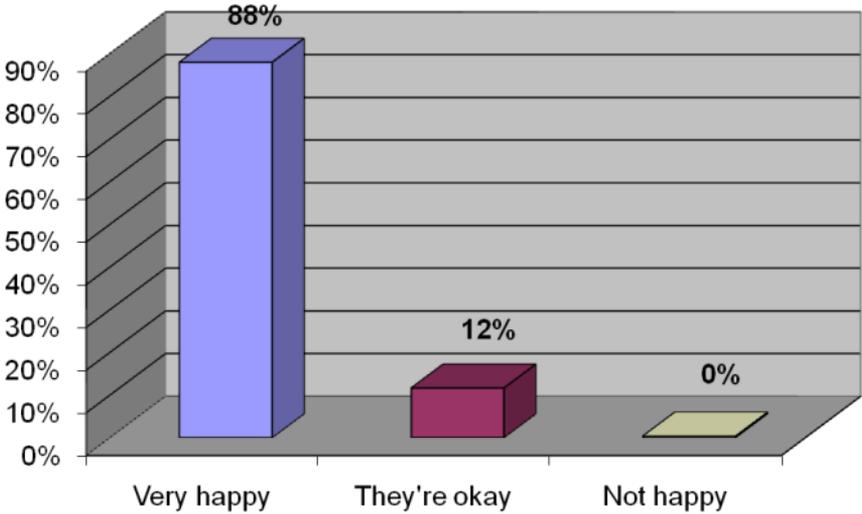
Sean likes spending time with his family and being part of the community. He takes martial arts classes and is working towards his goal of getting a black belt. Sean attends social functions with his provider to meet new friends and make meaningful connections.

Be sure to say hi to Sean when you're out and about Bend!

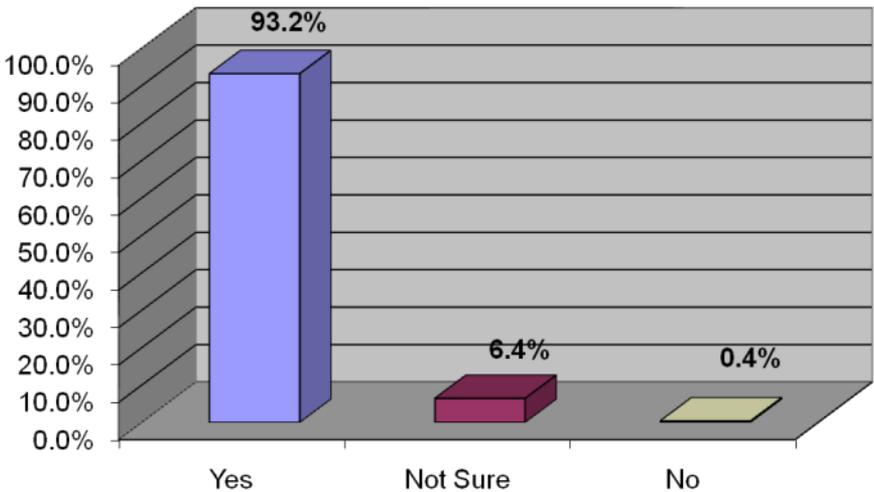
Each year we are able to get a good picture of how everyone is doing through our **Annual Customer Satisfaction Survey**. We have a more extensive report to offer for anyone interested, but here are just 3 questions that represent our clients' feedback about how things are going for them.



### I am Happy with the Supports and Services I get



### The Support and Services I Receive are Helping Me to Get What I Want (to Reach My Goals)



## **Donor Acknowledgements**

The current and future successes of our agency would not be possible without the generous donations of people and businesses in our communities. These dollars are specifically sought for program services and otherwise unmet client needs. We appreciate and value every donor for their generosity:

Kathleen Allgood  
Applebee's  
Awbrey Glen Golf Club Inc.  
Bagel Sphere  
Tim Baxter  
Beeck Household  
Bend Pet Express  
Bendistillery  
Bi Mart Corporation  
Blue Olive  
Judith Brown  
Steven & Neta Bruce  
Bruno's Grocery Deli & You Bake Pizza  
Cascade Business News  
Chapala Mexican Restaurant  
Amelia Clouse  
Jeannette Colfer  
Nancy Collar  
Gary Cornelius  
Costa Household  
Creative Employment Solutions  
Denny's

Diana Day-Murphy, Inc.  
Donner Flower Shop  
Duncan & Van Nice Household  
Dutch Bros LLC  
Eastside Garden, Inc.  
Eberhard's Dairy Product  
Emerald Family Down Syndrome  
Eugene Emeralds Professional Baseball Club  
Fina Taqueria  
Gervais Salon & Day Spa  
Gotta Dance  
Kathleen Graham  
Great Harvest Bread Company  
Jessica Gresmak  
Gribskov Household  
Jeff & Sarah Hadley  
George Hall Sr.  
Healing Touch Massage Clinic  
High Desert Museum  
Devon & Roger Hiskey  
Nancy Horn  
Huff Household  
JCK Restaurants, Inc.  
Jen's Garden  
Katana Household  
Kehoe Household  
Grace Kennedy  
Kinley Household  
Thelma Kirkpatrick

Frank Leeds  
Lipa  
Catherine Logan  
Terry Mason  
James McClain  
Moxy  
Mt Bachelor  
Helen Nahoopii  
Napoli Restaurant & Bakery  
Charles Newport  
Newport Avenue Market  
Opportunity Foundation Of Central Oregon  
Oregon Coast Aquarium  
Oregon Electric Station  
Oregon Zoo  
Original Roadhouse Grill  
P.F. Chang's China Bistro  
James & Shelley Palmer  
Papa Murphy's Take & Bake Pizza  
Pappy's Pizzeria  
John & Jackie Parsons  
Warren Pavlat  
Pine Tavern Restaurant  
PIP Printing  
Janet Ramsey  
Real Mex Restaurants  
Red Carpet Car Wash  
REI  
Resers Fine Foods

Debora Richards  
Tosheba Richter  
Pamela Ring  
Rixe Household  
Cindy Roane  
Richard Robertson  
Saxon's  
Shining Enterprises, Inc.  
Specialized Advocacy  
Catherine Speckman  
Alex Staples  
Lindsay Stevens  
Francie Sullivan  
Charles Sullivan  
Sweet Life Patisserie  
The Bagel Stop  
The Bulletin  
The Greens At Redmond  
The Riverhouse  
Theisen/Casalegno Household  
Thump Coffee  
Al & Bonnie Tornow  
Kathleen & Bob Tovey  
Clarence Townsend  
Track Town Pizza  
Trader Joe's  
Treehouse Retreats LLC  
Tumalo Feed Company  
Umpqua Bank

Unfried Household  
Venice Household  
Vintage  
Vickie Wallace  
Wal-Mart Foundation  
Ann & Geoffrey Wheeler-Bartol  
Whole Foods Market  
Darren Wilson  
Darrel Wilson  
Wilson Household  
Ellen Wood

### **Training and Educational Opportunities for Clients and Families**

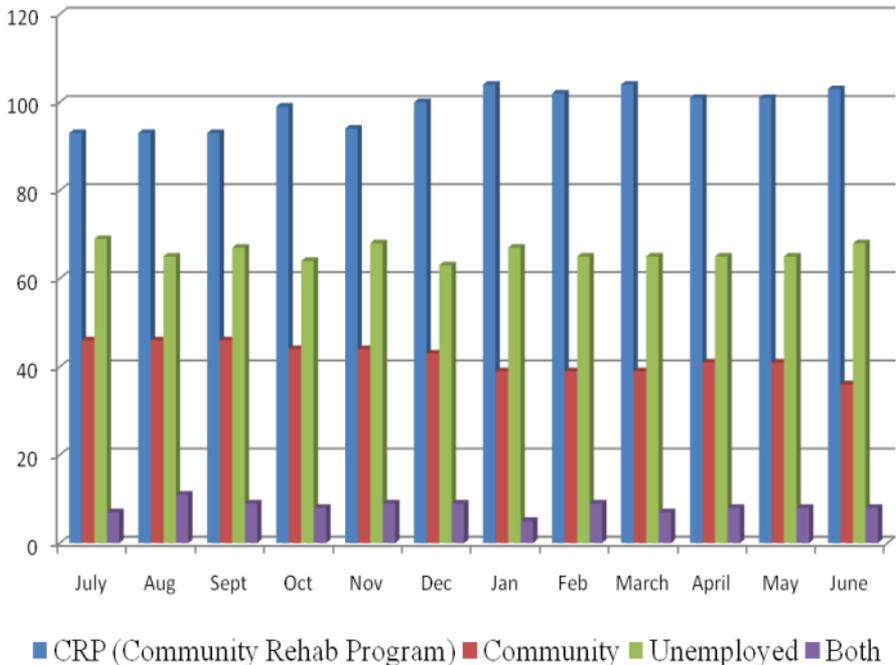
The Oregon Developmental Disabilities Coalition, chaired by our Executive Director Margaret Theisen, hosted a series of helpful trainings available to people all over Oregon. The new method of training has been to use teleconferences, so people don't have to travel far from home to attend. More than 2000 people attended the sessions this past year. Although the training fee is minimal, Full Access has provided and will continue to provide scholarships for our clients and families attending these.

### **Clients Employment Successes**

The State of Oregon passed a new policy this year that includes a requirement that people we serve have an "employment first" consideration for their plans.

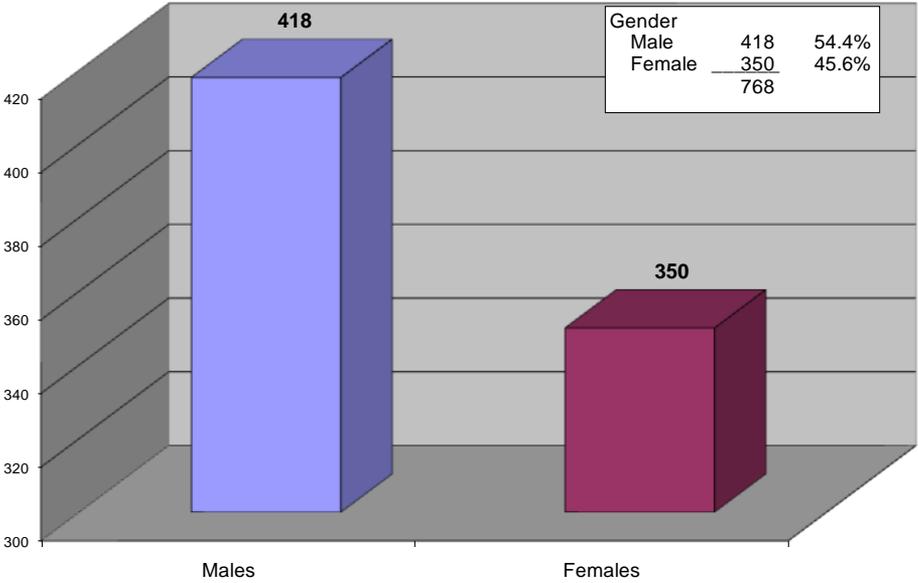
The policy says increased productivity, integration and independence are the desired outcomes resulting from employment services for adults with developmental disabilities. The Oregon Department of Human Services, in order to realize its mission, has several stated goals for this policy. Among the stated goals are: people are living as independently as possible and people are able to support themselves and their families. Over the years Full Access has tracked some of the employment trends of our clients in our Central Oregon rectionn, and will be doing more so in the years to come.

### Client Employment Trend Analysis 2008-09

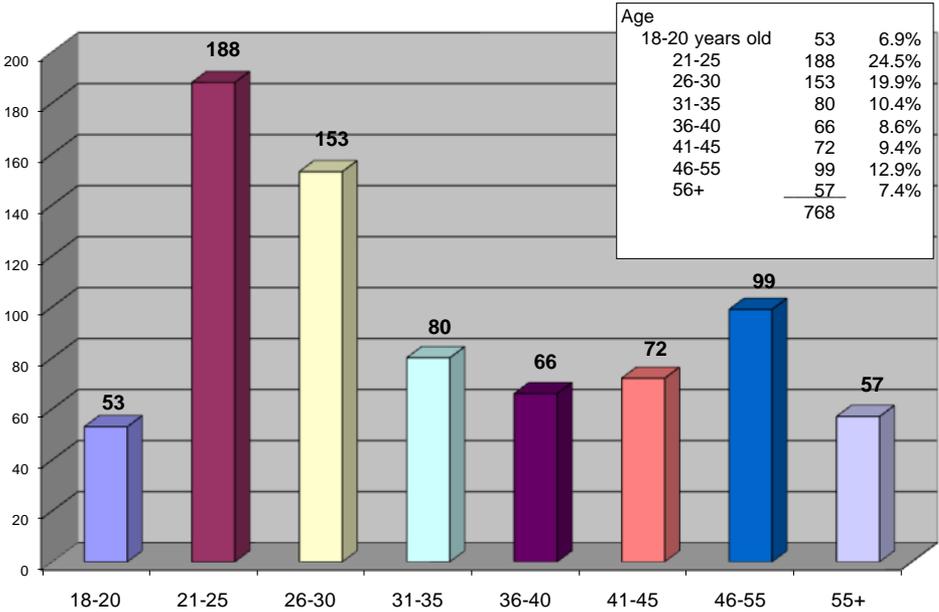


# Who are our clients? Here is a bit of data.

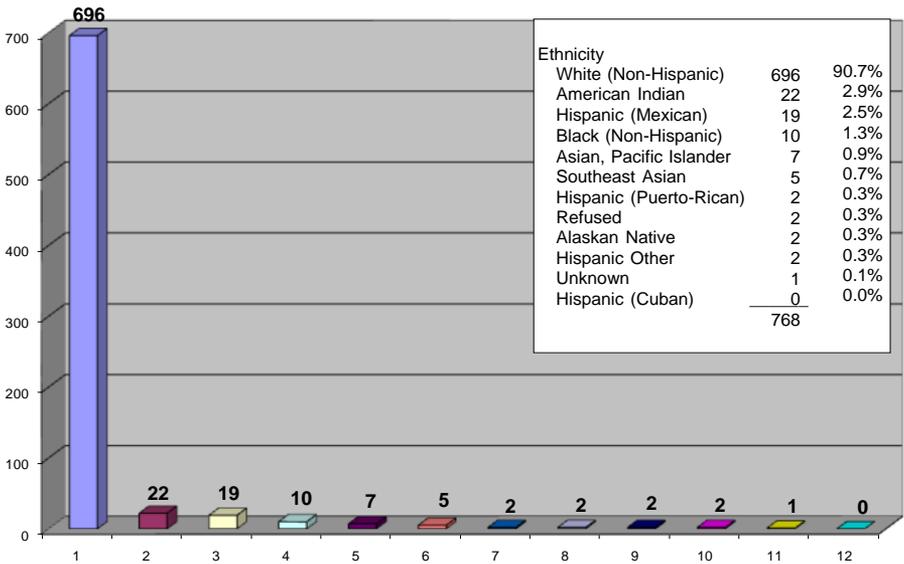
## Gender



## Age



## Ethnicity



## Community Involvement, Social Activity & Self Advocacy

We have hosted four Sprout Film Festivals in the past year and are very committed to many more! The Sprout Film Festival was founded in 2003 and is programmed and supported by Sprout, a NYC-based non-profit organization, dedicated to bringing innovative programming to people with developmental disabilities. Sprout has been making videos related to the field of developmental disabilities since 1995 and has witnessed the myriad benefits these videos have for people with developmental disabilities and the general public.

The Festival has proven to be highly successful with growing attendance and activities each year. The films are fun and entertaining, as well as educational. Many

cause us to both cry and laugh! We look forward to a long standing relationship with the Festival.

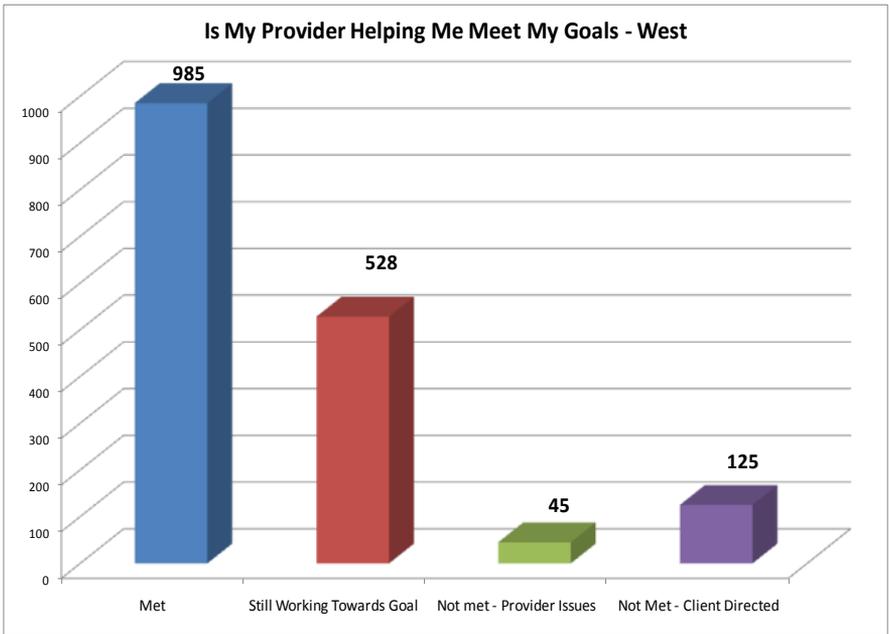
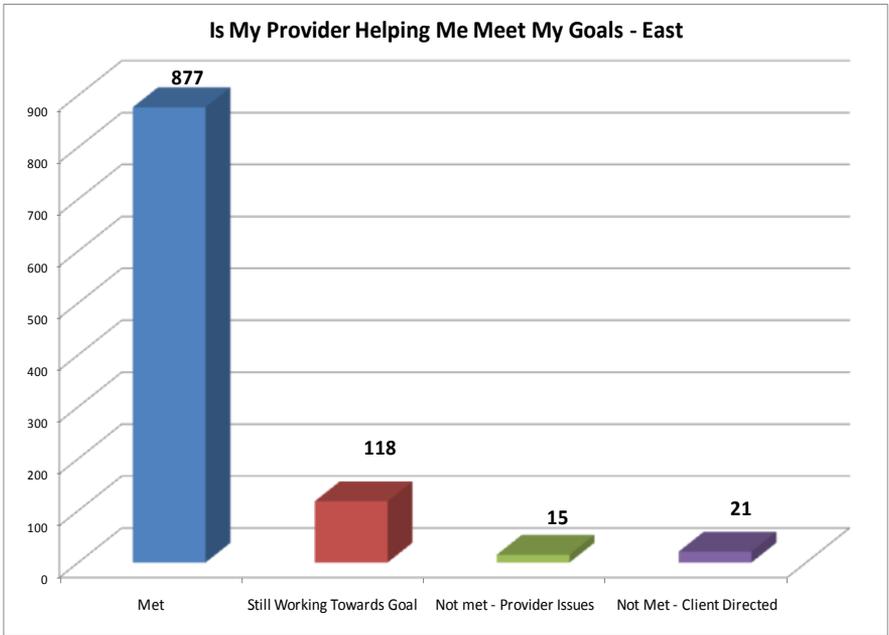


Here we are lining up for the matinee at the Tower Theater in Bend!

### **Quality Management**

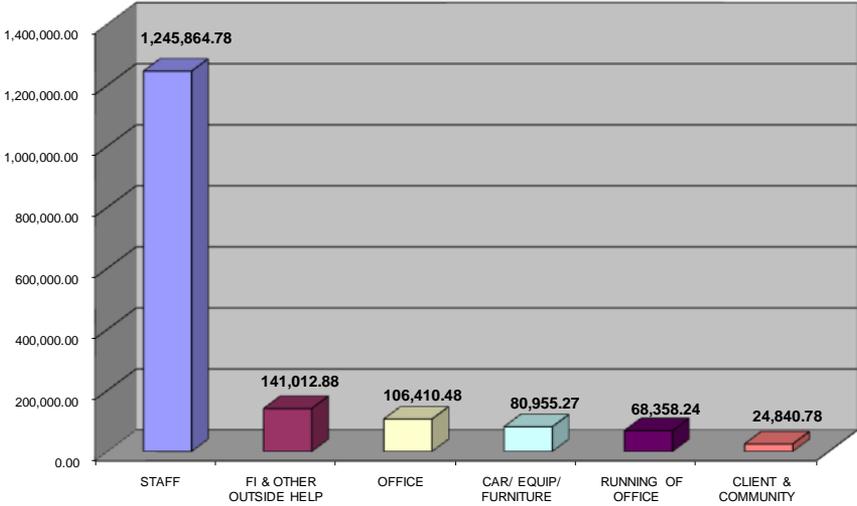
Each year our Board of Directors approves and reviews our Quality Management plan. There are many elements of the plan, and a key one each year is our Quality Improvement Project. This is a new effort each year to look at part of our agency and decide if it is something we need to improve on. Our primary interest this year was to see how our clients were meeting their goals! We developed a survey, did a pilot project in Central Oregon, and then implemented the plan in all 5 of our counties. This information shows us that our clients are being successful with their goals and our

providers are successfully providing the supports needed for this to happen! Congratulations to everyone!

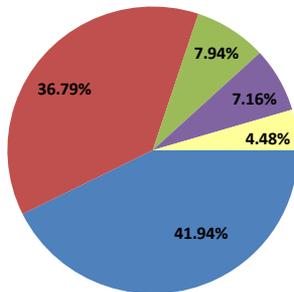


# The Financial Snapshot

## Organizational Expenditures



## Client Dollars Spent by Top 5 Service Areas



- Community Living Supports
- Community Inclusion
- Supported Employment
- Non-Medical Transportation
- Respite

## **Barriers to Service/Gaps to Address**

There is a long list of client needs to address in our communities and three of them have become a focus. They are very large systems issues that we have prioritized as strategic initiatives to change things for the better. Access to appropriate and timely mental health services, particularly specialty areas; effective relationships building with law enforcement and the judicial system; and transportation and housing are the three key areas. They are the focus of our fundraising efforts so we can build the capacity for services for our clients and their families.

In closing, we offer a special acknowledgment to Pamela S. Ring, the founding Board President of our agency and President for nearly 8 years. Pam is a person who is hard to describe because she has meant so much to our agency and means so much to our community. She fought for the establishment of brokerages so people with developmental disabilities had supports, and ones that were consistent with their choices. Through her representation on state committees, extensive advocacy work and as the Executive Director of The Arc of Lane County, Pam has uniquely influenced services throughout the state. Our deepest thanks to Pam for her tireless and spirited work for us and our State!





You can always find out more about us by phoning one of our offices or going to our website:

<http://fullaccess.org>

There you will find more information as well as the complete listing of our staff and Board of Directors!