



FULL ACCESS BROKERAGE

***Assisting Individuals with
Developmental Disabilities
to Pursue a Quality of Life
That is Consistent With Their
Preferences and Choices.***

MARCH, 2002 –
JUNE, 2003
Report

F u l l A c c e s s B r o k e r a g e
FAB

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 FAB vision dreams are pursued through active community participation, choices and advocacy.

Table of Contents

Introductory Remarks by Margaret Theisen, Executive Director	1
Service Accomplishments	3
Community Involvement, Social Activity & Self Advocacy	5
Dreamer’s “We All Count” Poster	7
Community Partnerships	8
Client Demographics:	
Gender Graph	10
Age Graph	10
Ethnicity Graph	11
Living Arrangement Graph	11
Hearing Impairment Graph	12
Cerebral Palsy Graph	12
Epilepsy Graph	13
Level of Mental Retardation Graph	13
Motor Difficulties Graph	14
Behavior Challenges Graph	14
Other Health Impairments Graph	15
Communication Barriers Graph	15
Visual Impairment Graph	16
Advisory Council Activities	17
Board of Directors	17
Quality Improvement	19
Customer Survey	20
“I Feel that People in FAB Who Support Me, Listen to Me”	21
“My Plan Says What I Want it to Say”	21
“I am Happy with the Supports and Services I Get”	22
“The Support and Services I Receive are Helping Me to get What I Want to Reach My Goals”	22
“Are there Supports and Services that you Need and Don’t Get?	23
“I Feel Better about my Life because of the Supports and Services I get from FAB”	23

“Do you Feel Safe?”	24
“I am Happy with my Life”	24
Community Capacity Development	25
Provider Development	25
Fiscal Intermediary Services	25
Staff Recruitment, Retention, Development and Training	26
“What is Your Sense of Teamwork Among Your PA Group”	26
“What is Your Sense of Teamwork in the Overall Organization”	27
“What is Your Degree of Job Satisfaction”	27
“What is Your Degree of Satisfaction with our Benefits”	28
“What is Your Degree of Satisfaction with our Pay”	28
Barriers to Service/Gaps to Address	29
Financial Information.....	31
“Client Dollars Spent by Service Code”	31
“FAB Operational Expenses March 2002 - June 2003”	31
Closing Remarks from Pam Ring, Board of Directors President	32

INTRODUCTORY REMARKS BY MARGARET THEISEN, EXECUTIVE DIRECTOR



Margaret Theisen,
Executive Director

Full Access Brokerage, Inc. (FAB) officially opened its doors on March 1, 2002, serving the Cascade Region of Crook, Deschutes, Jefferson, Lake, and Lane Counties. Developed by an extensive list of community partners, parents and self advocates, the long term plan of the organization is to support 700 individuals with developmental disabilities through the model of self direction. From inception through

the end of the 2001 – 2003 biennium, FAB served 270 individuals and their families. With some people leaving the organization during that time, on June 30, 2003, 247 people were in our support services, representing about 10% of the total number served in the State of Oregon.

The initial months of operation were filled with excitement, enthusiasm and hard work. We were joyful! The hiring of staff, creating and modifying systems and paperwork, meeting our clients, growing with the community partners and staying the course with our vision was a unique adventure for all. Fortunately, the designers of the system planned for a gradual increase of people entering services so training time was available to learn, apply our learning and redirect as needed. Given we were the front runners in the local systems change, the Brokerage took the lead in problem solving the difficulties that came with such a big undertaking.

In September, 2002, a harsh reality interrupted the experience of FAB and our clients. The State of Oregon was in financial trouble. Warnings and rumor began to arise about the possibility of all Brokerage services ending. Public information and the media started focusing attention on a problem that had been brewing for months. In its historical 5th special session, the Oregon Legislature decided to refer a vote to the public to determine if funds would be made available for state services. Without the temporary income tax increase through this Measure 28, the hole in state budgets would be significant. The hopes and inspiration initially carried with the birth of the Staley Agreement were dealt a blow, since the Brokerages funding is provided by the State of Oregon.

In the face of this, the Board of Directors for FAB unanimously passed a motion to support Measure 28, so funding levels could include supports for people with developmental disabilities. In addition, they agreed to make the public information effort a crucial element of the activities of the Executive Director and they personally were active participants in the effort to inform people about the critical need for services.

One of the most painful experiences of those months was dashing the hopes of our clients with the facts of the situation and still maintaining a forward focus on their behalf. Many of our clients lead the way in voter registration and information efforts in community groups and advocacy classes. The waiting period until January 28, 2003, when the votes were tallied, created high stress for clients, their families, staff and community members. One FAB Personal Agent resigned in response to anticipating job loss later. Staff were provided additional training on stress management and encouraged to utilize the Employee Assistance Program, which saw its greatest usage in the months following Measure 28's failure. These were difficult challenges for all.

With the failure of the measure by a relatively low margin, there was some sense of accomplishment in the FAB community, but a new worry about the future. Referral of new clients into services was abruptly stopped. The mood of uncertainty and worry was strong, though a renewed advocacy effort was undertaken for the 2003 Oregon Legislative Session. More than 20% of FAB clients took trips to Salem for rallies and individual appointments with legislators. In addition, emails, phone calls, letters and post cards were sent to advocate for resources.

Planning during these months at the Board and staff level included the prospect of completely dismantling the organization as well as anticipating the referral of more than 100 new Brokerage clients July 1, 2003. The additional enrollees were to be people who were receiving only vocational services through state supported funds. Although that process was very difficult at a practical level, it was also welcomed over the alternative - zero referrals. Indeed, the Brokerage services were not cut and the work of the "voc only" process was well underway.

Remarkably and miraculously, with such a tumultuous beginning, Full Access Brokerage achieved significant accomplishments! The following pages will highlight these and also note the issues that still need to be addressed. It was quite fortunate for us that the founding members of FAB were thorough and insightful in their planning. They are to be commended for structuring an approach and environment that allows people to excel even in the face of

seemingly impossible situations. The information that follows indeed represents the excellent work of all clients, staff, board and advisory members, families, community partners and the State of Oregon Department of Human Service agencies.

SERVICE ACCOMPLISHMENTS

The fulcrum of the success of support services at Full Access Brokerage is the relationship between the Personal Agents and their clients. The PA involvement makes THE difference in peoples lives. The anecdotal stories from our clients are that they have a sense of belief and trust in their PA's. When they have questions or concerns they are confident that they will be addressed in a way that is both timely and satisfying. Many of these individuals and their families have experienced mistrust of service systems in the past, and have expressed their appreciation that FAB "walks the talk".

Specific examples of supports received as reported by staff include:

- JD has a stable provider assisting with some tasks of daily living and now has paid employment that is a source of income and self esteem.
- PB has historically been difficult to contact and mistrustful of agencies though now comes into the FAB office regularly for conversation with the staff and soda can collection for work.
- NB has significant support needs and her PA has been diligent and thorough in pursuing opportunities for her and her family such as: pursuing Base Plus when needs were greater than the basic benefit; assisting with budgeting for the year to make sure that all of her needs are met; and finding a seamstress to help make her protective clothing covers.



Richard Anderson enjoying his new scooter

- RA had assistance in negotiating a new scooter from Medicaid, and participates in many of the social opportunities available such as: Easter Seals via natural supports in the community, a self expression performance group (Freedom through Release, Expression and the Arts) and the Pen Pal group.
- HC and RD both have significant support needs that require coordination between multiple providers and agencies. These have been coordinated and maintained even through switches in their Personal Agent.

- KF had a teen age daughter move in almost a year ago. The PA helped to coordinate services between the school district, Adult and Family Services, Center for Family Development, The Child Center and FAB. They are still together and building on their successes. This is the longest period of stability the family has experienced.
- Seven individuals were assisted into independent living away from parents and care givers; often times the PA support included the physical moves as several urgent situations occurred.
- Support to individuals marginalized by homelessness, mental health issues or substance abuse has been significant. PA's have had a level of success in these efforts because of the responsive and supportive nature of the relationships that we have been able to establish. Two individuals circumvented evictions due to the support of FAB staff.

Employment

Success in the area of people gaining employment has been significant. Jobs are critically important for clients, their families and the community agencies that have historically assisted individuals with developmental disabilities pursue work. We are actively shifting the paradigm of employment from 'service provided' to 'support purchased' and have had many opportunities to work through these issues with the vocational provider agencies. In the eastern counties alone, 13 individuals found employment since entering the Brokerage. In Lane County, 23 individuals found employment and 3 expanded their work hours/activities. That indicates **14% of all people in service June 30 had entered employment** during their tenure with FAB.

Here are some client's stories.

- JR got a job at a store. His mother said that without the help of the Brokerage he would still be sitting at home. She said after starting the job she has noticed positive changes in him such as: learning new words, having new friends, taking pride in the job and pay check, feeling like a contributing member of the family and is happy to help pay for his meal when the family goes out to dinner.
- EB After a series of frustrations with job development, our Personal Agent provided the direct support to fill out an application. A couple days later the job was offered. He is doing a terrific job working at two stores doing dishes and clean up, and is now studying for a food handlers' card to advance in the tasks available. In addition, the business, with the help of

the Personal Agent, took advantage of the welfare to work tax credit.

- IP is now selling pottery at a local thrift store. During a home visit the Personal Agent noticed all the pottery. She said painting it was a hobby but it was expensive to buy the pieces. After the meeting the Personal Agent contacted a local thrift store which agreed to sell her items. They now have a separate envelope for all the proceeds which are used to buy more pottery or to occasionally go out to eat.
- NC is now working at a market as an assistant baker due to Vocational Rehabilitation and FAB. Recently this assignment included learning to use machinery as an added responsibility.

Our relationships with Oregon Vocational Rehabilitation Services (OVRs) and the State training and technical assistance support of Oregon Technical Assistance Corporation (OTAC) lead to two successful job development workshops for the Bend area. These workshops helped the support community locate great job developers and job coaches. Attending these workshops were Opportunity Foundation of Central Oregon (OFCO), OVRs from Bend and The Dalles, Deschutes County Mental Health, Columbia Gorge Center, Central Oregon Intergovernmental Council (COIC), Training and Employment Consortium (Burns), Determination Social Center and Central Oregon Resources for Independent Living (CORIL), as well as several teachers and independent contractors.

In addition to adding vocational supports as described, five others (HC, PC, DE, SE, DM) were assisted in the redefinition of their supports, moving from slot funding to individual rates without a disturbance in the level of supports they receive.

We have assisted people experience a significant increase in their support benefits by helping them obtain Medicaid eligibility. Much of this work was related to the protection of Medicaid Benefits as related to the Disabled Adult Statute of 1988 and through the “Presumptive 300” program.

COMMUNITY INVOLVEMENT, SOCIAL ACTIVITIES & SELF ADVOCACY

An additional accomplishment of FAB was creating opportunities for personal and social involvement activities from recreation to political lobbying. All of these have encouraged various forms of self-expression. The Pen Pals became so

successful it had to move to a larger location. The monthly social calendar party has been consistently attended by 4 - 5 people. Both have been instrumental in the creations of friendships among our clients, as well as offering community activities and increase self esteem for participants.

FAB is developing the FREA Team (Freedom through Release, Expression and the Arts) and will be performing publicly for the first time at the state wide Oregon Rehabilitation Association Team Rehab conference in October. The Mission Statement of it is: Assisting adults with Developmental Disabilities to pursue freedom in expression through the performing arts. FREA (pronounced “free”) is a safe space where people can find freedom through their own inner release and self expression. Using the arts, each member has a strong voice to communicate their dreams, preferences and choices. The team is not only recreational but also an opportunity for leadership and education. FREA promotes self-advocacy, community inclusion and personal choice. This opportunity has been so successful, there is a waiting list to join.



Dayna Davis & Rep. Alan Brown

Self advocates visited Salem during a year of political budget problems. Others wrote letters and called their representatives. FAB co-sponsored a table with The Arc of Lane County during the November, 2002 elections that brought together dozens of self-advocates in celebration of their voting rights.

Other opportunities have included planning for a nutrition and activity group, and for a social support group for individuals who are lesbian or gay. FAB open houses have been well attended and have included positive press coverage. One of the things we heard many of our eastern counties clients say was how they wished they could go fishing. The Brokerage was able to get free fishing licenses and find an older gentleman who agreed to provide the transportation to different fishing holes as well as help the individuals put on the different types of bait!

FAB was instrumental in the development of “The Dreamers”, a group of self advocates who meet together to talk about their lives, create future possibilities and ultimately develop a public information effort about their dreams. The things they said were important in their life are shown in the poster they developed.

WE ALL COUNT

Respect



we need each other

Freedom



*to marry, without
losing our benefits*

Relationships



everyone needs a friend

Accessibility



to the community

Safety



give us time to cross



People with developmental disabilities
leading the way for a caring community

For more information contact:

Full Access Brokerage:(541) 284-5070 or The Arc of Lane County: (541) 343-5256

Impact on Individuals Not Enrolled in the Brokerage



James Henry
preparing FAB's
newsletter. (left)

Mabel working hard
folding FAB
Brochures. (right)



We have provided opportunities that speak to our mission and vision for people not enrolled in the Brokerage. These include employment opportunities for two people, and involvement in our governing board and advisory committee for seven adults with developmental disabilities.

Technology and Accessibility Developments

FAB has made a concerted effort to use information sharing technology as a resource. Accomplishments include: establishment of a website (<http://fullaccess.org>), a monthly newsletter, inexpensive video/audio conferencing to link offices, translation services and auditory computer accesses through linked websites. The internal server system at FAB allows staff to access and update information from remote sites, allowing better consistency in service delivery and a better way to serve the rural areas.

COMMUNITY PARTNERSHIPS

Development in local communities has been strong in all but Lake County where referrals in this biennium did not occur. Ground work has been laid in Lake County and we anticipate successful transitions for future enrollees. Partnerships with the state OVRs, Commission for the Blind, the County services contractor and provider are beginning in Lake County.

Successful partnerships are apparent by the open and consistent communication in our working relationships. Vocational Rehabilitation in Jefferson, Deschutes and Crook Counties has FAB staff at weekly OVRs meetings. We are also working closely with the Vocational Rehabilitation office on the Warm Springs Indian Reservation and have demonstrated success with a client getting employed. Lane County OVRs and FAB have monthly meetings. Lane County DDS and FAB have monthly meetings. The informal communications are also open in all counties, though this effort has not been without all parties having some difficult challenges.

We are involved with local transition programs and have been attending annual Individual Education Plans for students in the Brokerage and for some planning a move to the Brokerage. Our working relationships include numerous community providers: the Opportunity Foundation of Central Oregon, Central Oregon Resources for Independent Living, Goodwill Industries, Specialized Employment Services, Lane Community College SES, McKenzie Personnel Systems, Alternative Work Concepts, Pearl Buck Center, Residential Assistance Program, Central Oregon Transition Plus (an organization responsible for the opening of two apartment complexes in Bend that house individuals with developmental disabilities), the Arc of Lane County, Oregon Supported Living Program, Alvord – Taylor, Inc., Specialized Recreation Services and others. FAB consistently plays a role in the Deschutes County DD planning meeting, Lane County DD coalition, the Oregon Rehabilitation Association and the State DD coalition.

FAB worked as a partner in the successful Developmental Disabilities Awareness month in March, 2003. The public information campaign included a Kiosk at the local mall, a published article, a PSA and brochure distributed in local businesses.

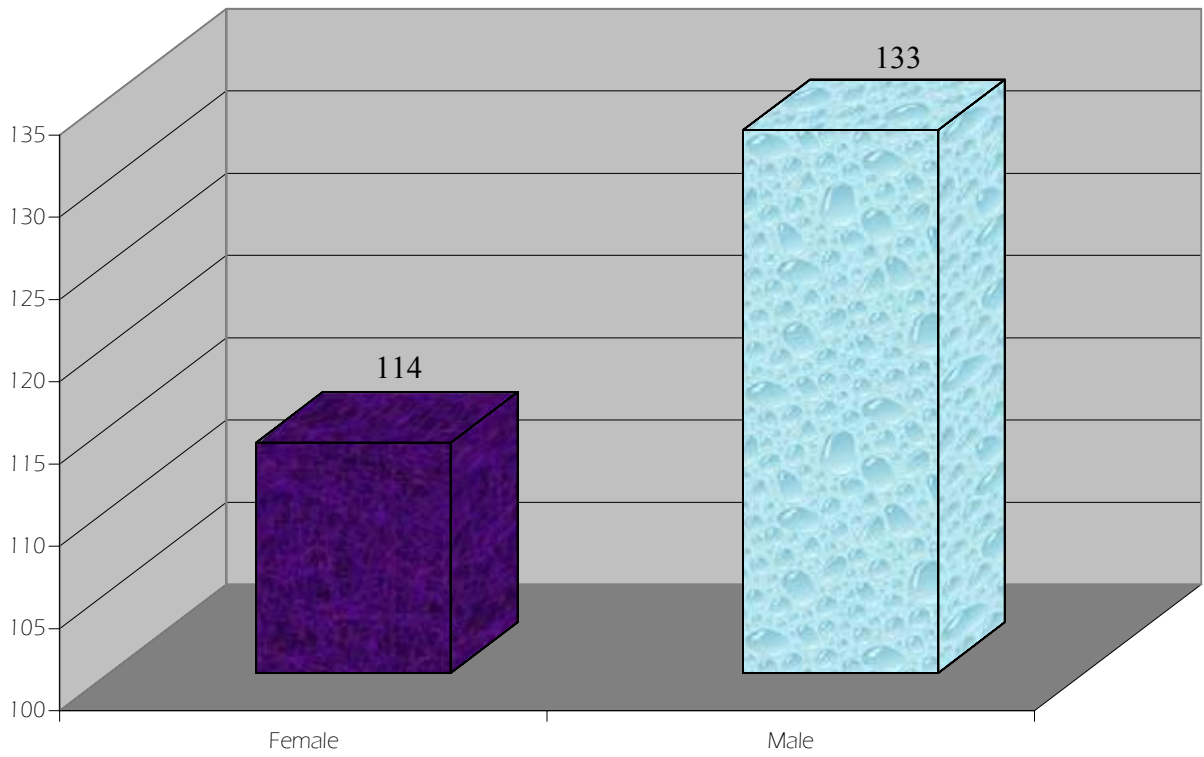
When asked at a joint County Developmental Disabilities meeting what positive changes were brought forth by the Brokerage, the responses included:

- Case Management and Personal Agent relationships are strong and positive.
- We have a new system developed and a good functioning team.
- Comfortable level of trust.
- Enhancing individuals lives with new options, socialization.
- Feedback from the families has been excellent.
- Strong respect from Brokerage staff to individuals and families is perceived.

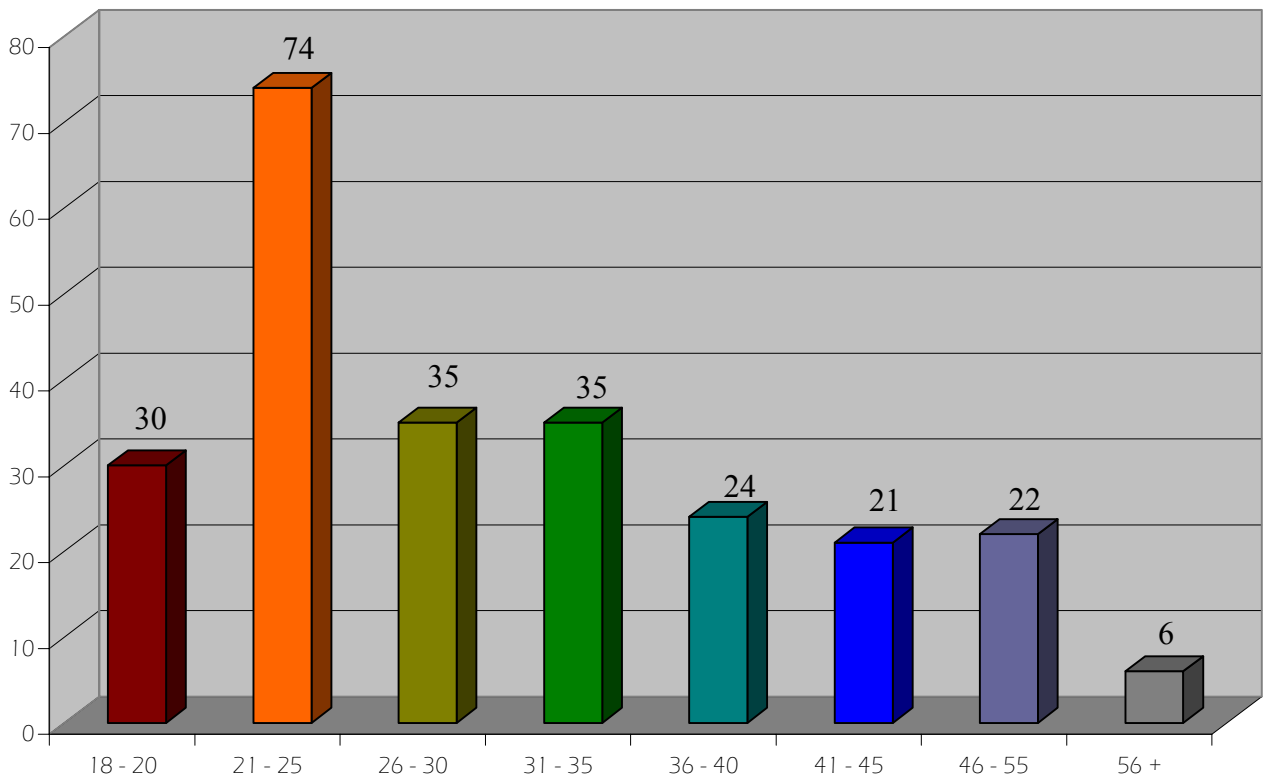
Since transportation is always an issue in rural areas we have devoted particular attention to developing relationships with the Bend and Redmond Dial-A-Rides as well as companies such as Owl Taxi and Bend Cab. In the more populated area of Eugene-Springfield, Lane Transit District, Dial-A-Ride and Budget Taxi have been effective resources.

Briefly looked at, some of the demographics of our clients are as follows:

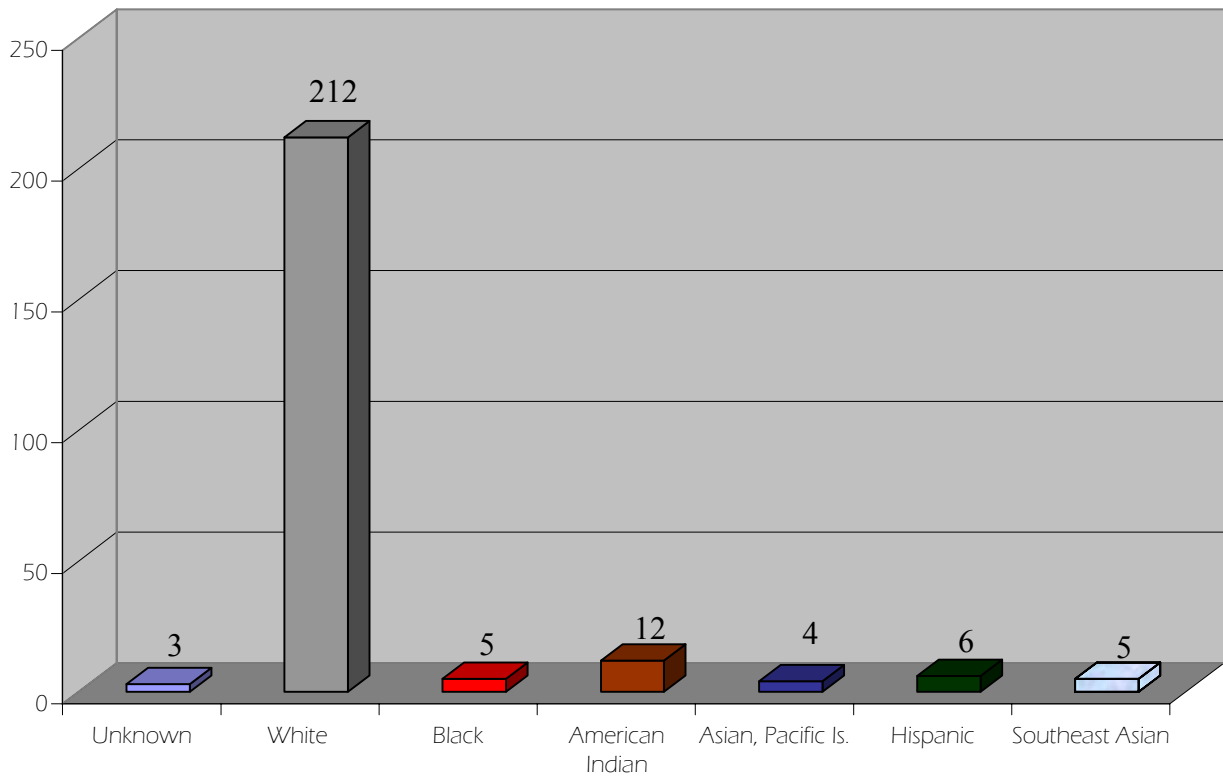
Gender



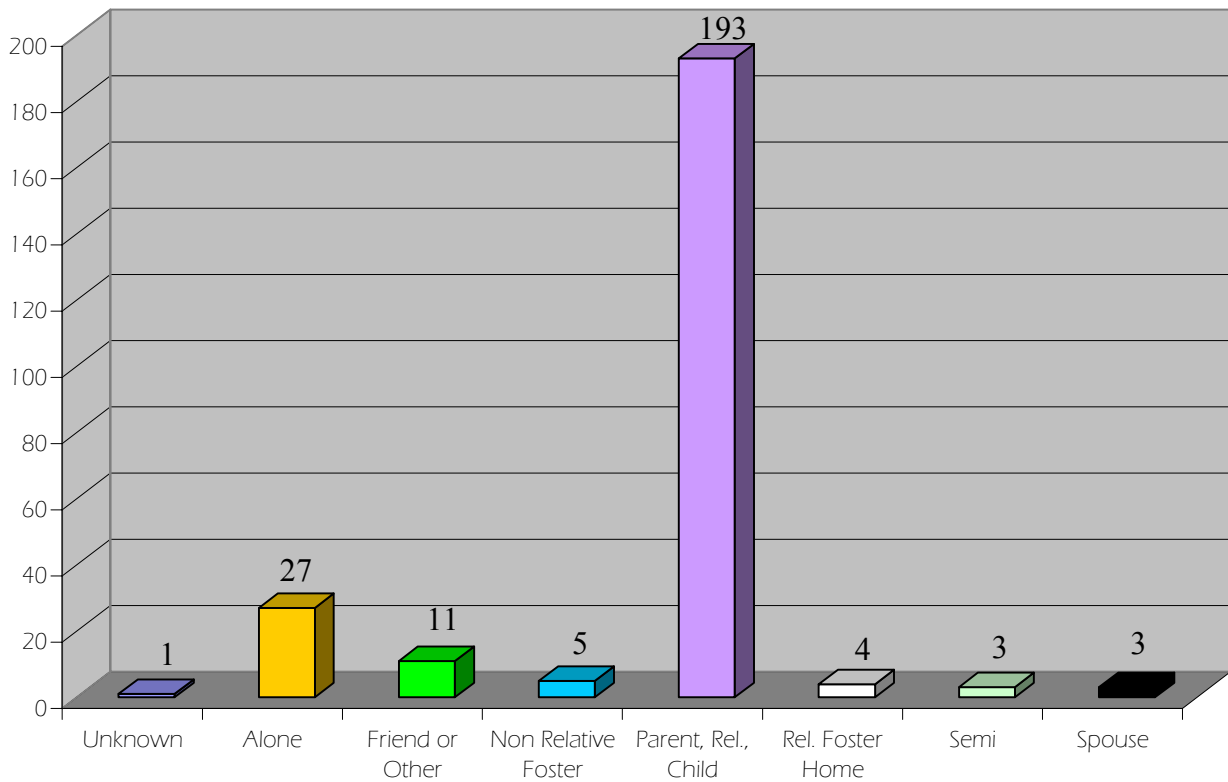
Age



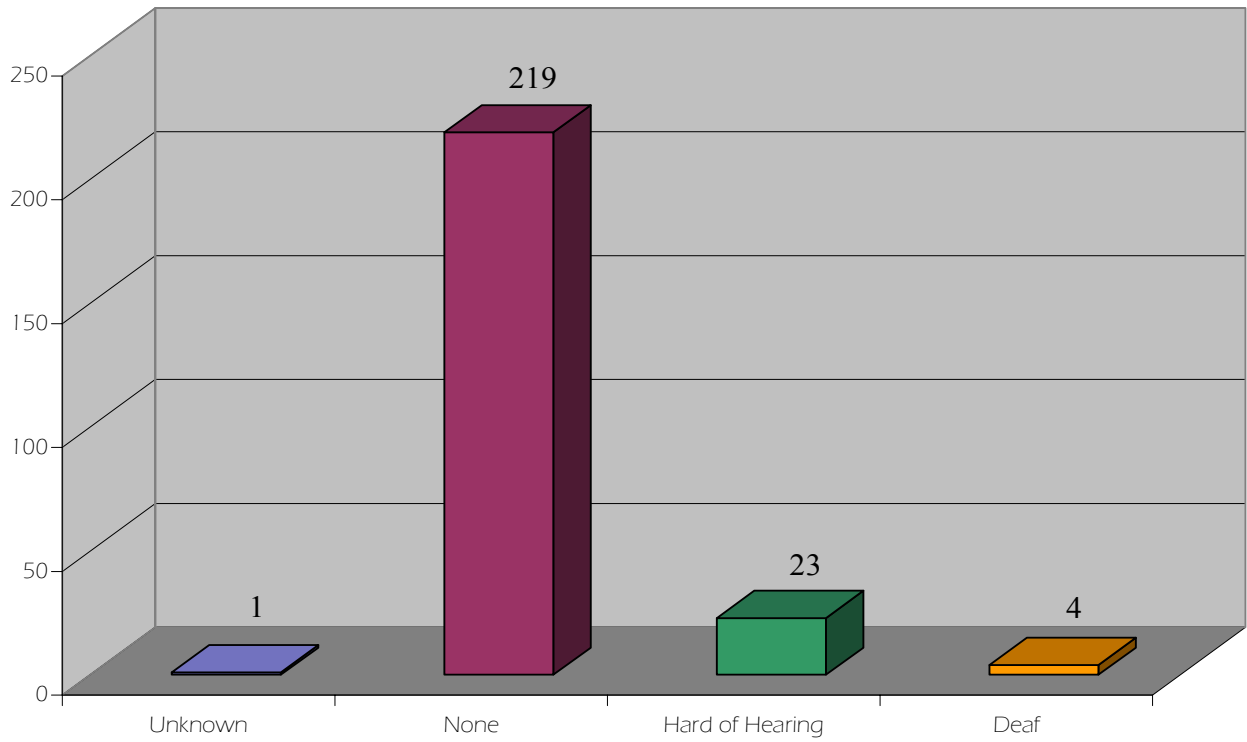
Ethnicity



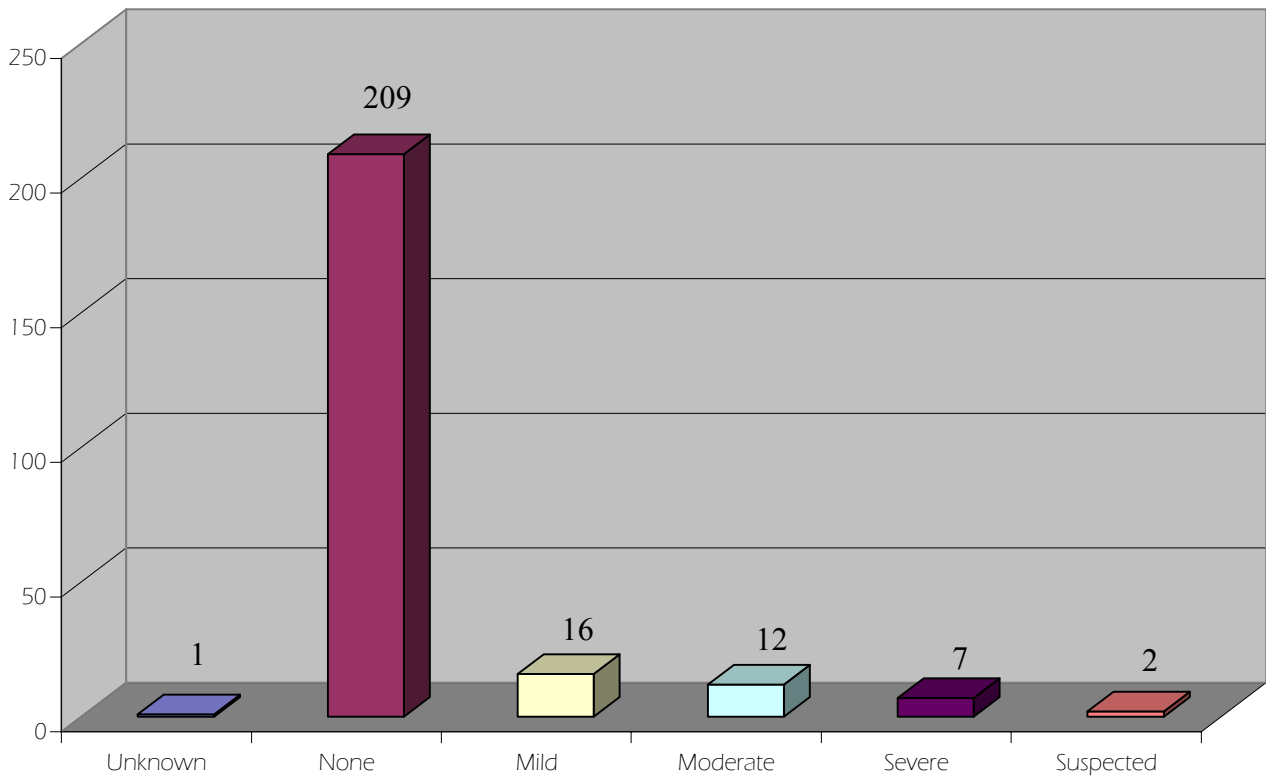
Living Arrangement



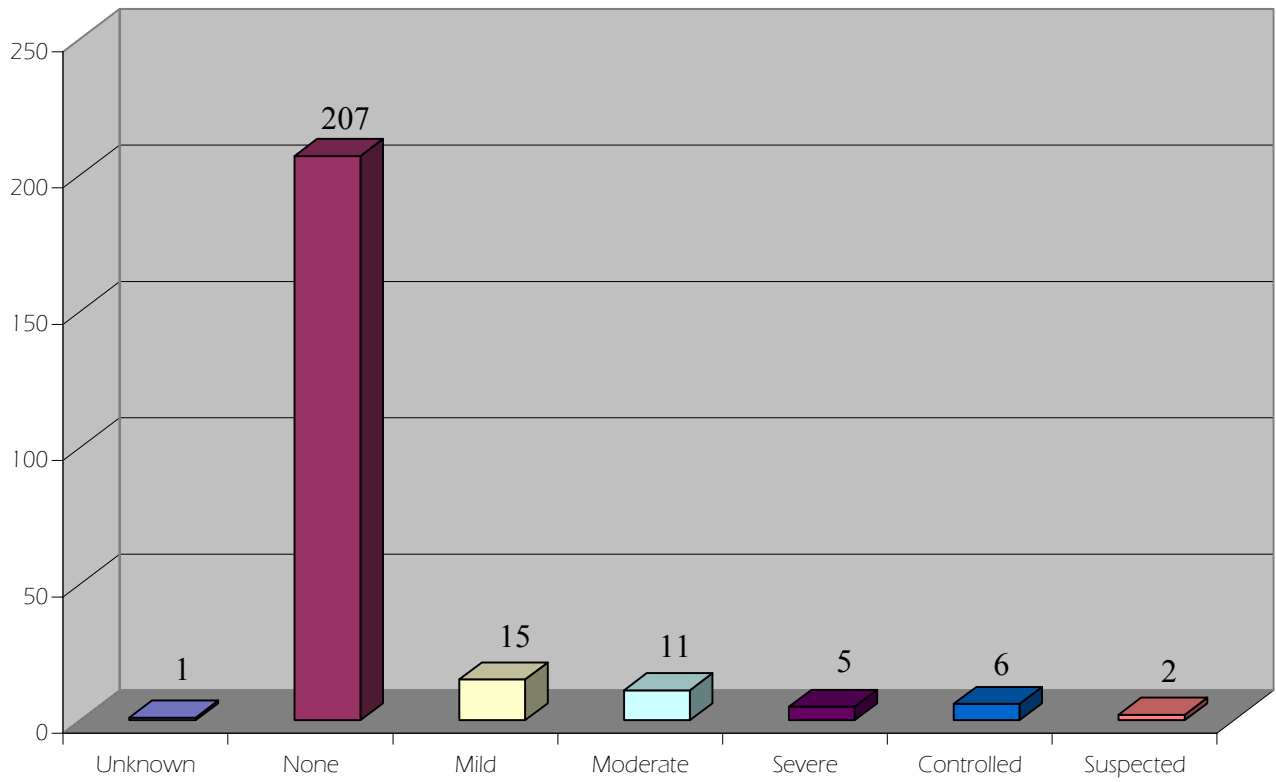
Hearing Impairment



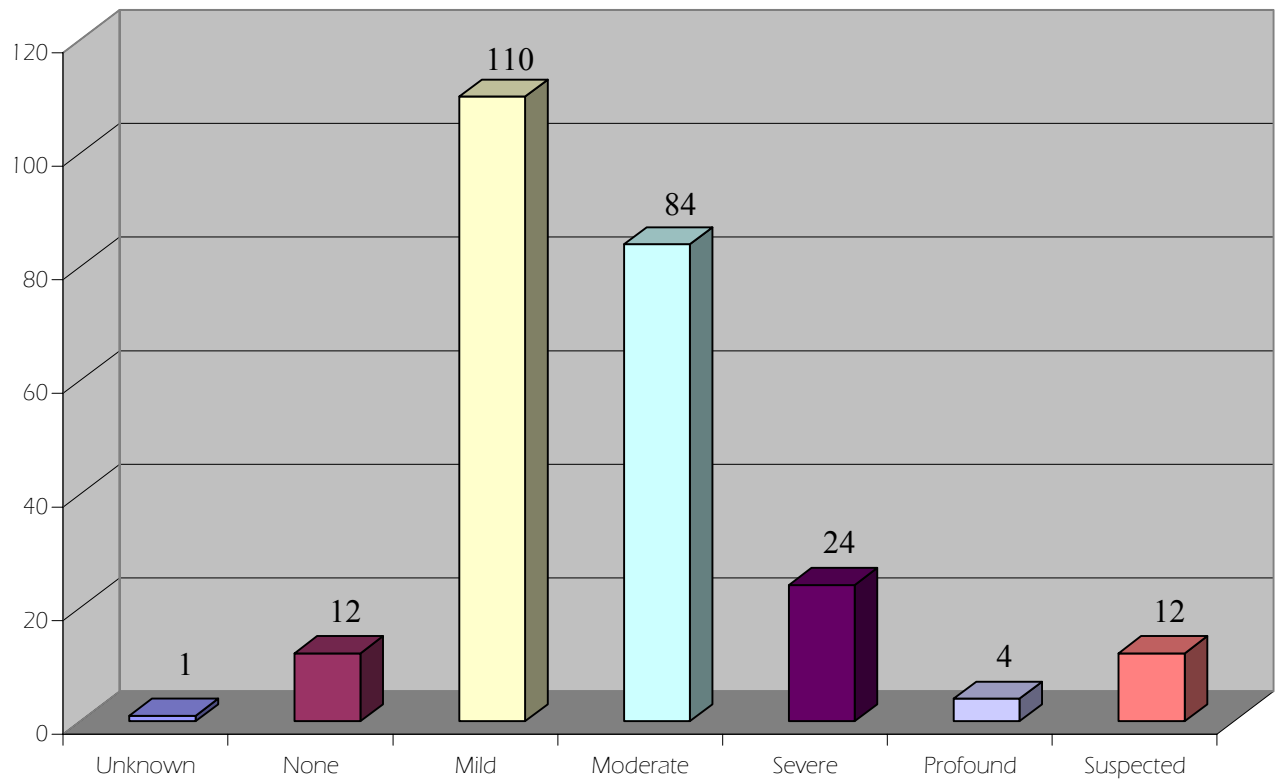
Cerebral Palsy



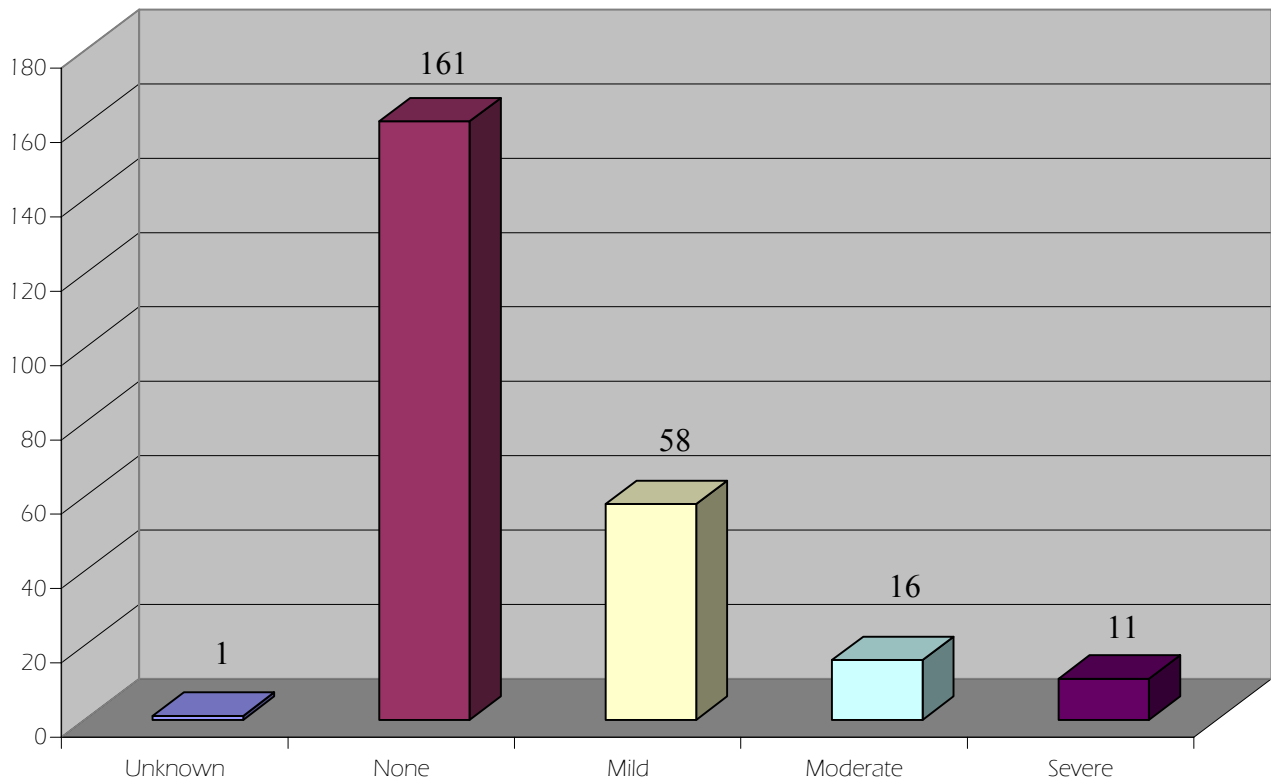
Epilepsy



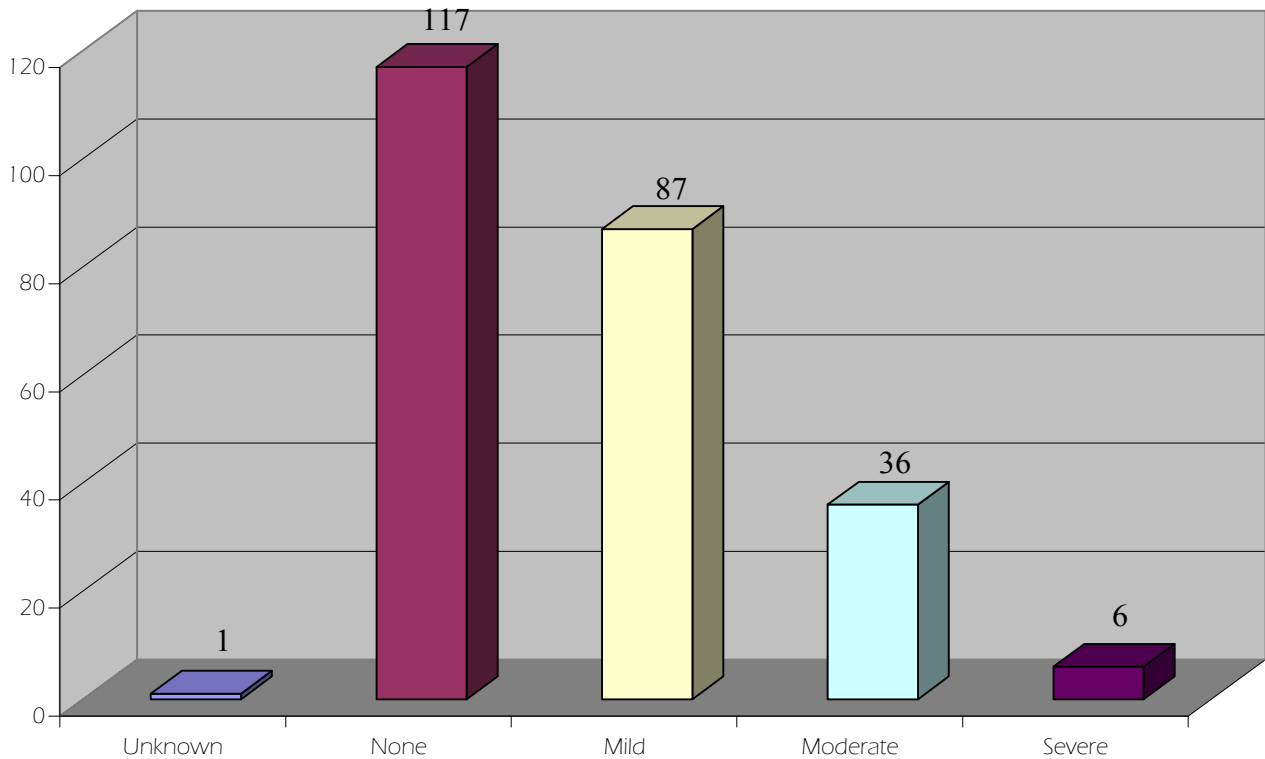
Level of Mental Retardation



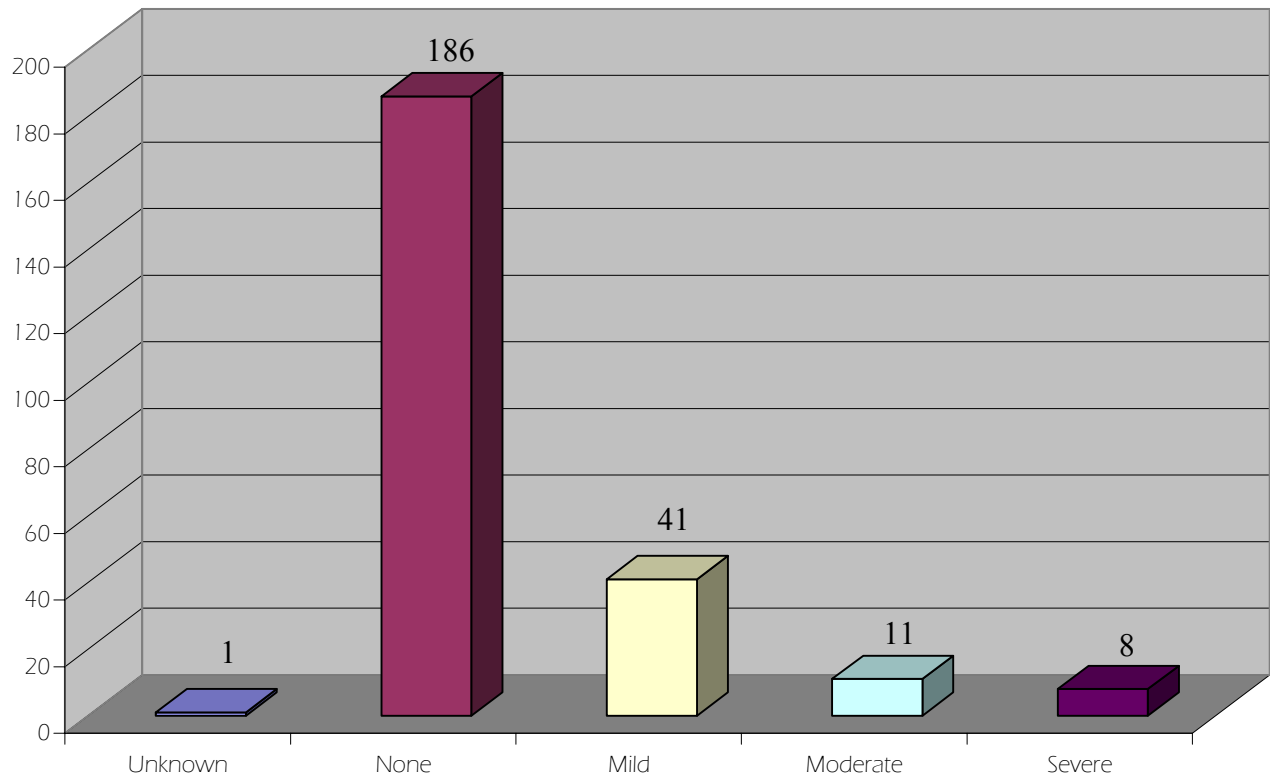
Motor Difficulties



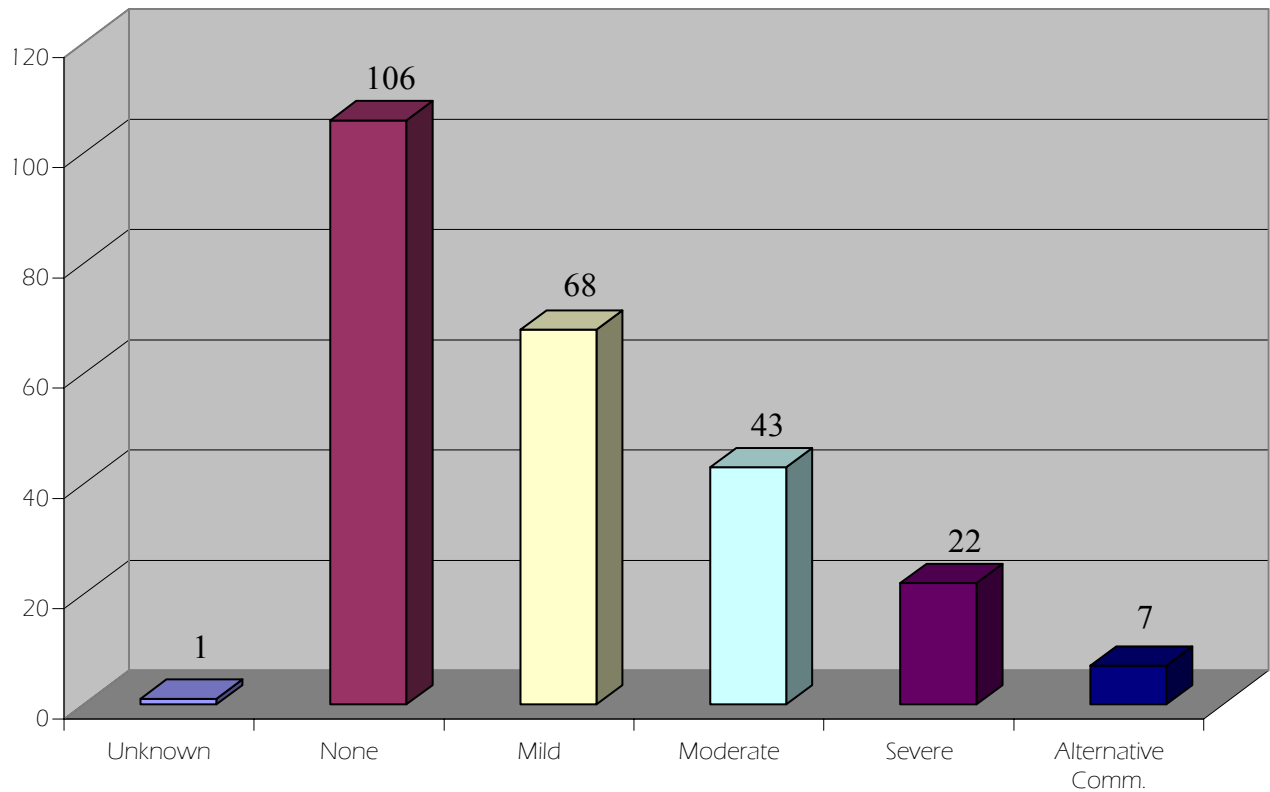
Behavior Challenges



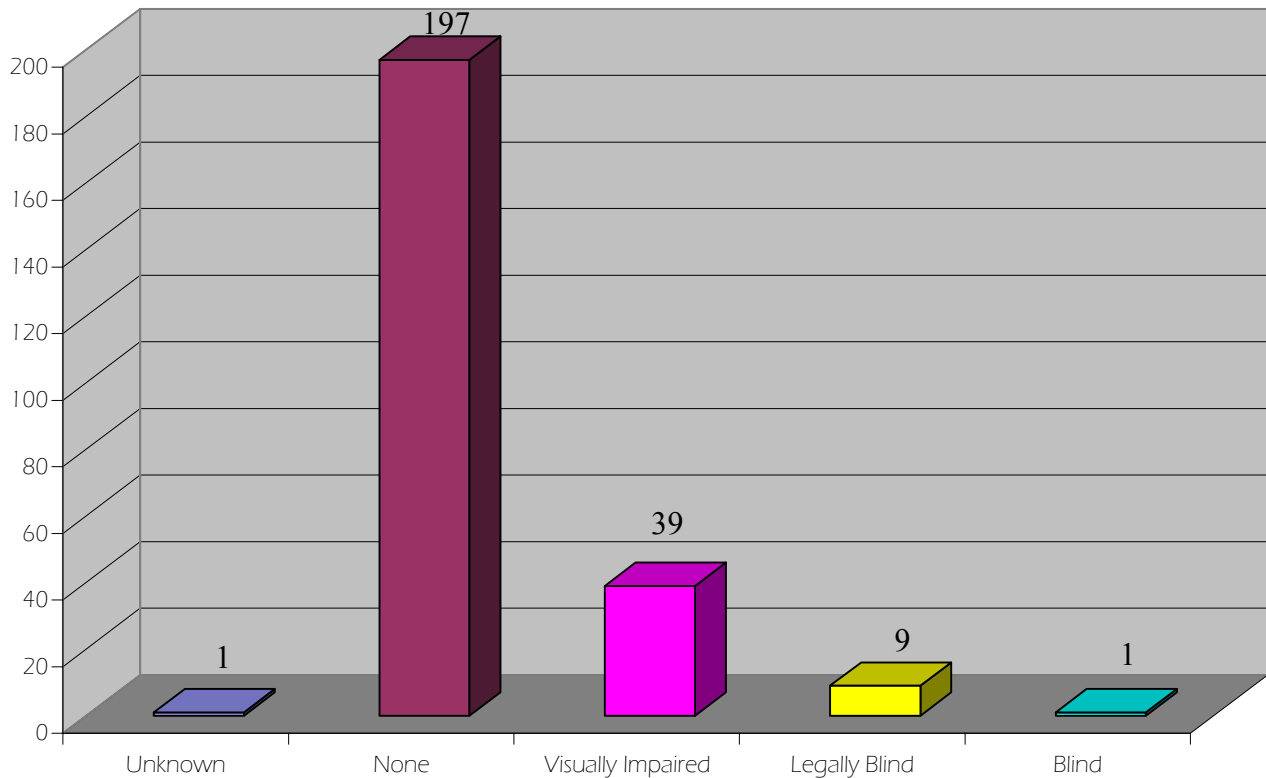
Other Health Impairments



Communication Barriers



Visual Impairment



Risks of Providing Services

With many clients having complex support needs and mental health issues, FAB has devoted significant training dollars in the area of dual diagnosis. Difficult times for clients has sometimes meant difficult times for staff, including the necessity of contacting the police, locking all office doors for security, and instituting protocols for responding to clients in crisis. All staff are impacted in these circumstances. Handling the risk to staff, as well as the clients, has been rare, though a more serious part of our experience.

Individual Support Plans and Internal Client File Reviews

With state funded technical assistance through Oregon Technical Assistance Corporation (OTAC) and Oregon Health Sciences University (OHSU), FAB developed internal controls for ensuring person centered planning and documentation. We've conduct monthly peer and management review of client files, providing staff feedback, training and support to ensure successful client outcomes and documentation.

ADVISORY COUNCIL ACTIVITIES

FAB currently has 2 Advisory Councils; one serving the tri-county area of Crook, Deschutes and Jefferson, the other serving Lane County. Lake County has not yet been connected to a council. The specific role of each council has been developed locally and both have been active, particularly in the Quality Assurance aspect of our effort. For the Tri-County Council, after the staff got releases of information from every client, members of the council called the individuals involved in FAB and asked them questions through a customer survey. They completed about 90% of potential surveys, results are noted later in this report.

One of the things learned while doing the surveys was that families often wanted someone they could just talk to. The council decided it would be a great idea to start a family forum, or meeting, so families could discuss issues they are all facing. This forum is planned for development in fiscal year 2003 – 04. They've also determined the need for informational seminars for the different police departments in the area. For example, how to recognize people with developmental disabilities, and how to interact with them appropriately and respectfully.

This council also recommended an information library, or training center, be made available for our clients. We now have a computer and the program called Brain Train which clients can use to develop or improve skills. We are working with the County and the public library on getting a list of different books that are available for families. This will enable us to expand our abilities to act as an information referral resource.

The Lane County Advisory Council was instrumental in the development of an introductory video and story book for incoming clients. The video was developed in such a way as to easily adapt to other Brokerages, all who received a taped copy. The council functions as a central partner in the quality assurance and customer survey activities, and is scheduled to conduct follow up for customer surveys in 2003 – 04. With their input, the tools of customer service have been modified to be consistent with client needs. The self advocate representation at meetings has consistently averaged half of the participants.

BOARD OF DIRECTORS

The founding members for our Brokerage represented a cross section of our community. They were able to launch a successful effort in developing an infant

program and did so with great insight and expertise. This founding group consisted of: Alvord - Taylor, Inc., The Arc of Lane County, The Arc of Central Oregon, Central Oregon Resources for Independent Living, Deschutes County Developmental Disabilities Program, Direction Service, Educational and Community Supports, University of Oregon, Goodwill Industries of Lane and South Coast Counties, Cindy Helvington, Independent Environments, Inc., Lane County Developmental Disabilities Program, McKenzie Personnel Systems, Ruth Morris, Opportunity Foundation of Central Oregon, Oregon Supported Living Program and Residential Assistance Program.



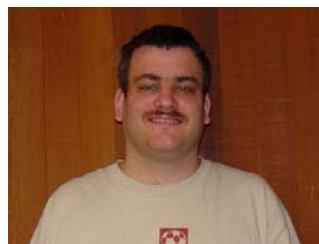
Pam Ring, President



Kathy Graham,
Vice President



Jeannie Kinley,
Secretary/Treasurer



Devin Ackley



Jason Blodgett



Jane Carter

A Board of Directors was selected from the founding group and they completed the organizational development work prior to FAB opening its doors so staff could concentrate on service delivery. All policies, the employment handbook, program procedures, 501 (C) 3 status, budgets and the organizational design were completed through their efforts with State start up funds. Their activity continued throughout the year with governing FAB, establishing goals at a Board retreat, monitoring the performance of the organization, attendance at bi-annual training (the "Half-ly" programs) and active participation with FAB events. On June 30, 2003, the following people were members of our Board of Directors: Devin Ackley, Jason Blodgett, Jane Carter, Summer Duggan, Kerri Fowler, Kathy Graham



Kerri Fowler



George Reed

(Vice President), Jeannie Kinley (Secretary/Treasurer), Pam Ring (President), Molly Sullivan (alternate), Don Vandeweghe (alternate), Kliffie Vandeweghe and Darrel Wilson.



Don Vandeweghe



Darrel Wilson

The Board's dedication to FAB has been clearly demonstrated through their involvement, including a June, 2002, goal setting and planning day.

QUALITY IMPROVEMENT

This effort is required by the State contract and has taken two compatible directions. The principles of self determination governed the development of the Quality Improvement process. Utilizing a model from business and industry standards, FAB developed a Define – Measure – Analyze – Improve – Control cycle of continuous process improvement. Steve Newton, PhD, has been an external resource from the University of Oregon on this project. His role has been fundamental to the quality model. The primary steps taken to date have been:

2002

August

All staff meeting to develop the outcome indicators reflecting the key principles of self directed supports.

September – December

Staff training and working on outcomes. Preparation for client focus groups.

December

Client focus groups video-conference connection and presentations in Eugene and Bend. Clients talk about their experiences planning for services, getting their services and making sure services work well for them.

2003

January

Feedback letter to clients on what they reported at focus groups.

February

Review of information by the Advisory Councils, recommendation to develop “story book” and video. Analysis and priority setting by councils regarding client feedback.

March

Staff defines the area of services to improve. Development of Measurement Plan and staff get trained. Forms made or changed to write out information.

April

West Advisory Council reviews story book and recommends changes. Staff reviews Measurement Plan and changes are made. East Advisory Council conducts client interviews to test if interviews will work.

May

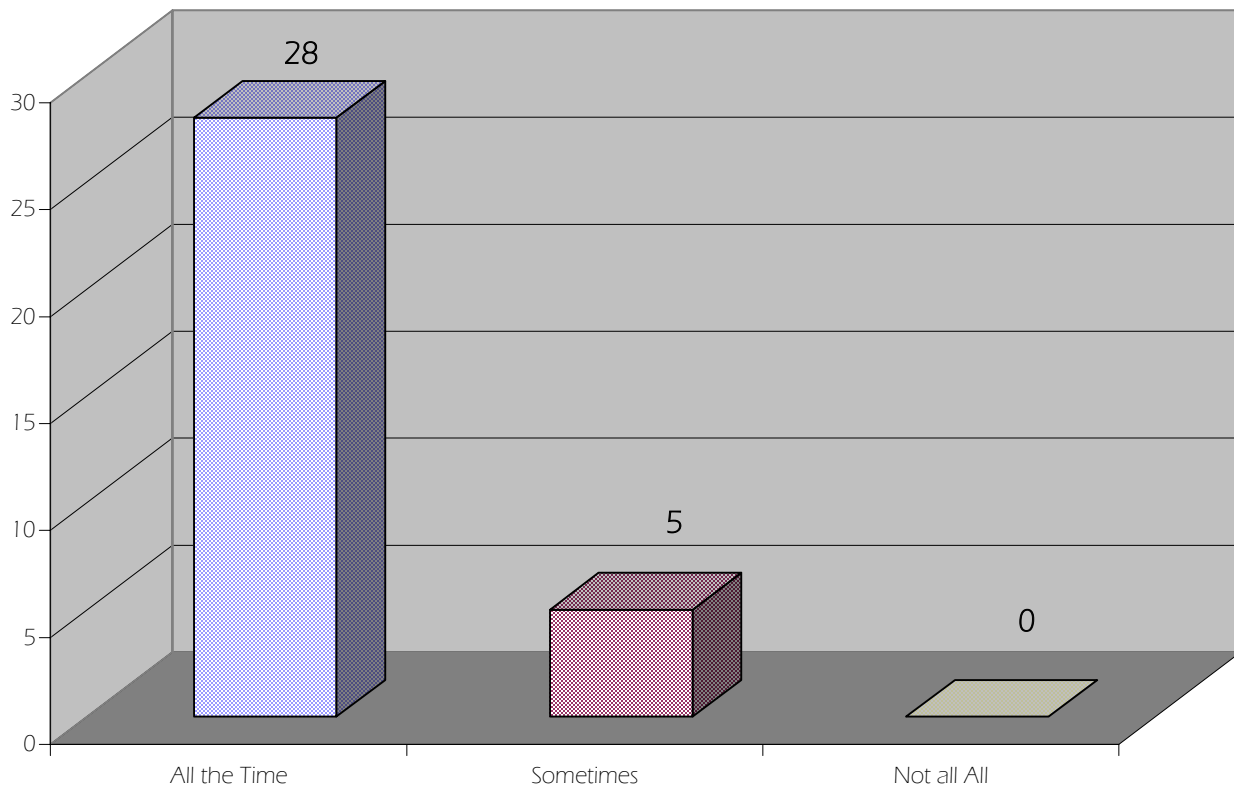
Completion of Measurement Plan and Personal Agents start taking data on their contact with clients.

As recommended by focus group participants and the advisory council, an introductory video and client story book were developed. This was in response to specific suggestions made by clients and their families that we needed better tools to explain what FAB does.

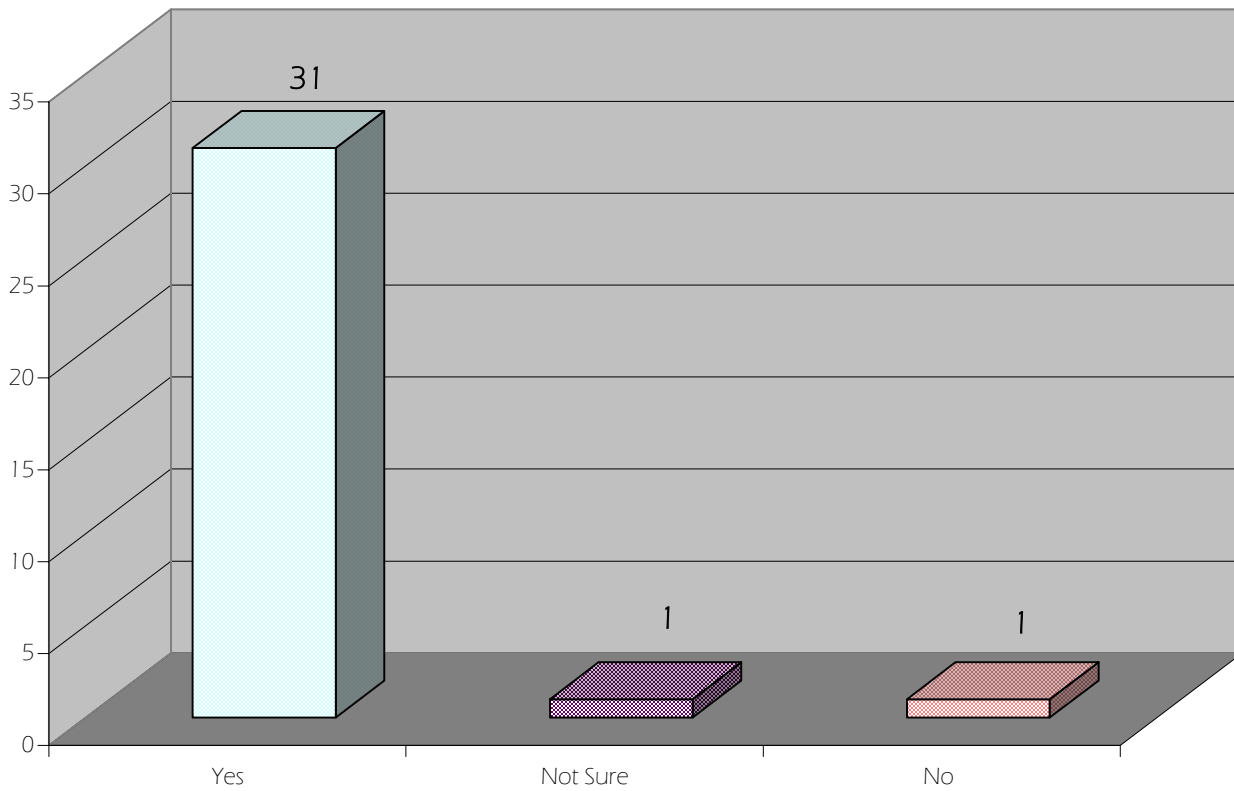
CUSTOMER SURVEY

The second effort, in addition to the Quality Improvement Plan, is a customer survey that is used state wide to document our clients experiences. All clients will be surveyed annually to identify their experiences of FAB. The Lane County participants are scheduled to be surveyed this fall. Summary information on the eastern counties is as follows:

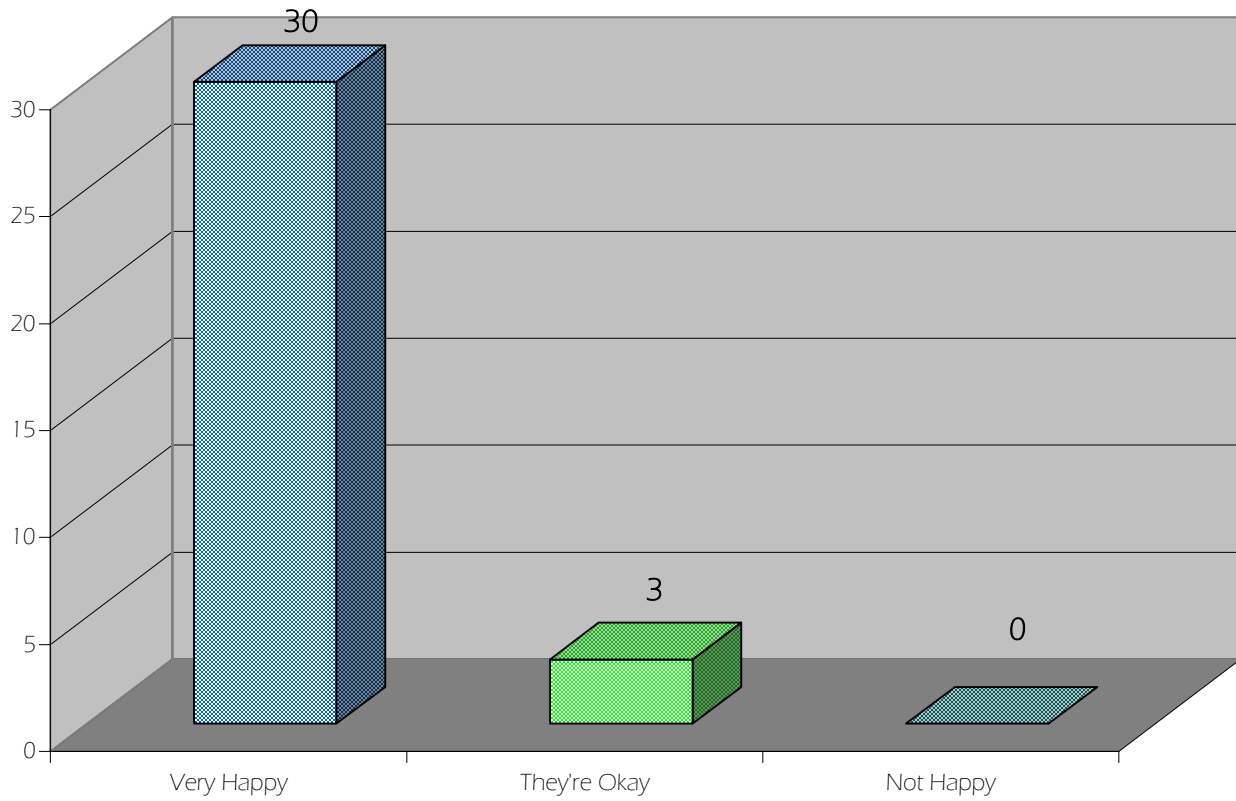
I Feel that People in FAB Who Support Me, Listen to Me.



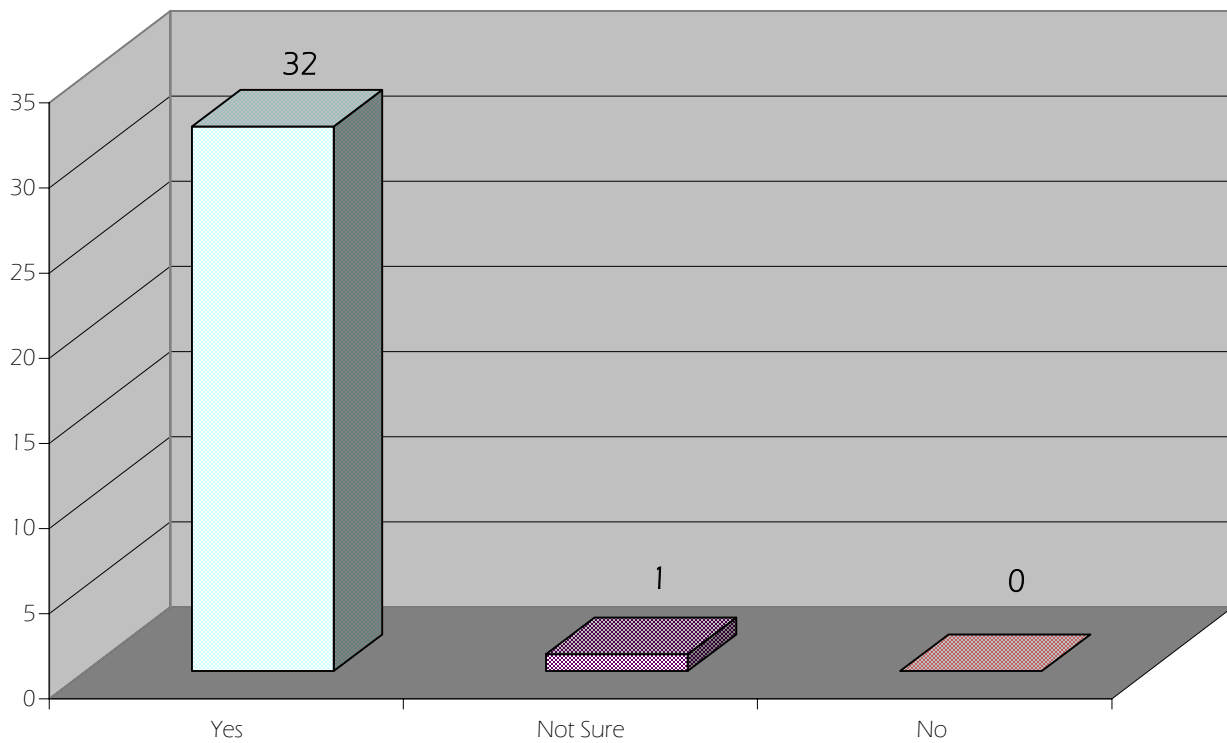
My Plan Says what I Want it to Say



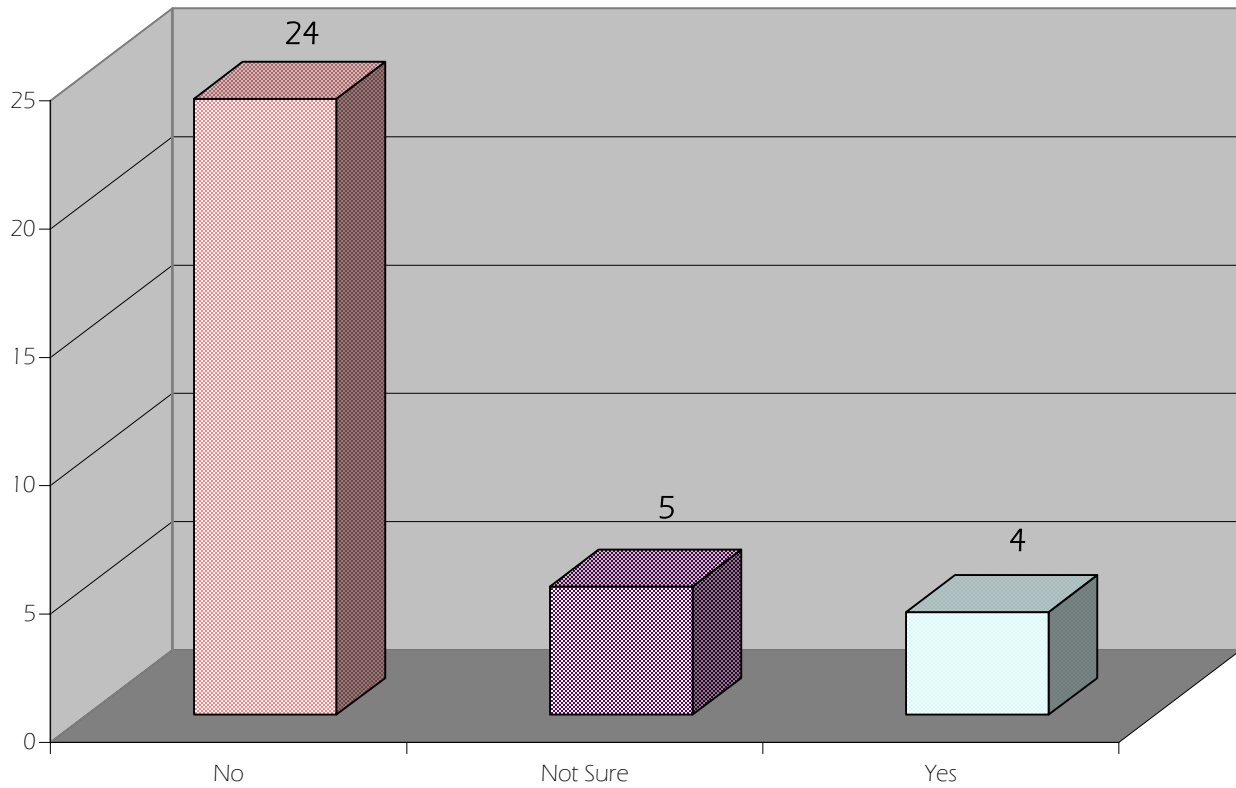
I am Happy with the Supports and Services I Get



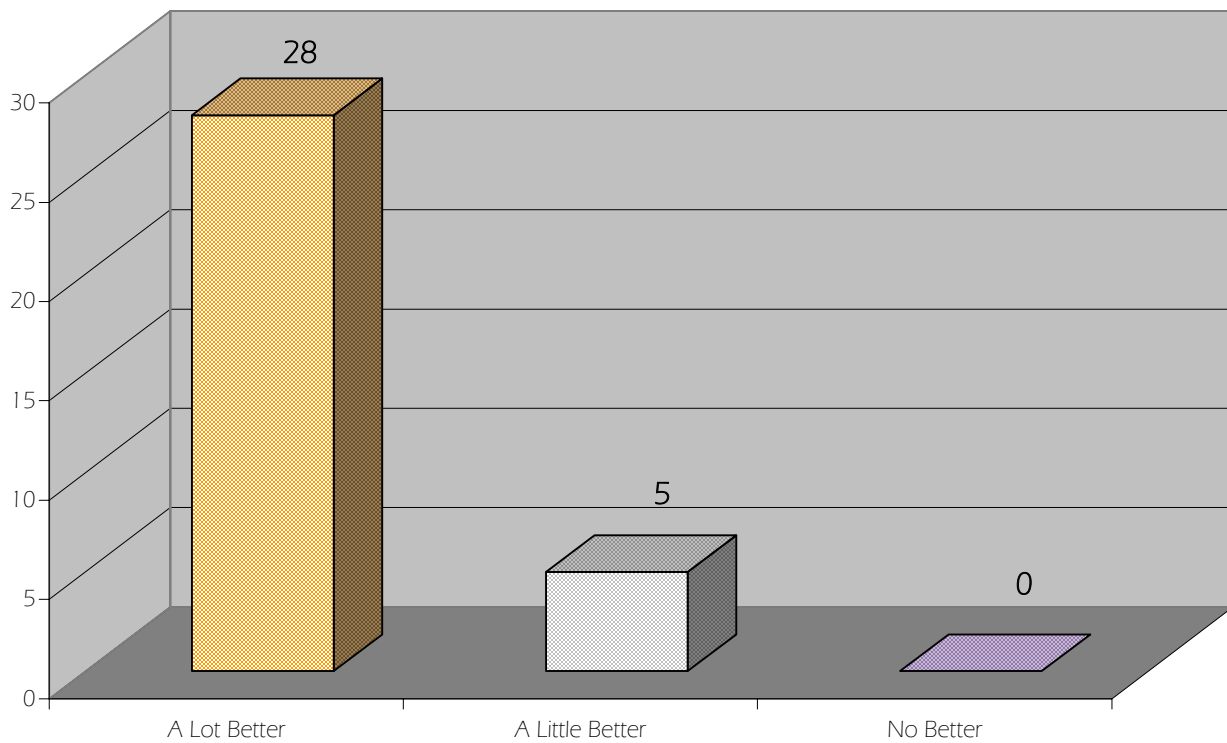
The Support and Services I Receive are Helping me to get what I Want, to Reach my Goals.



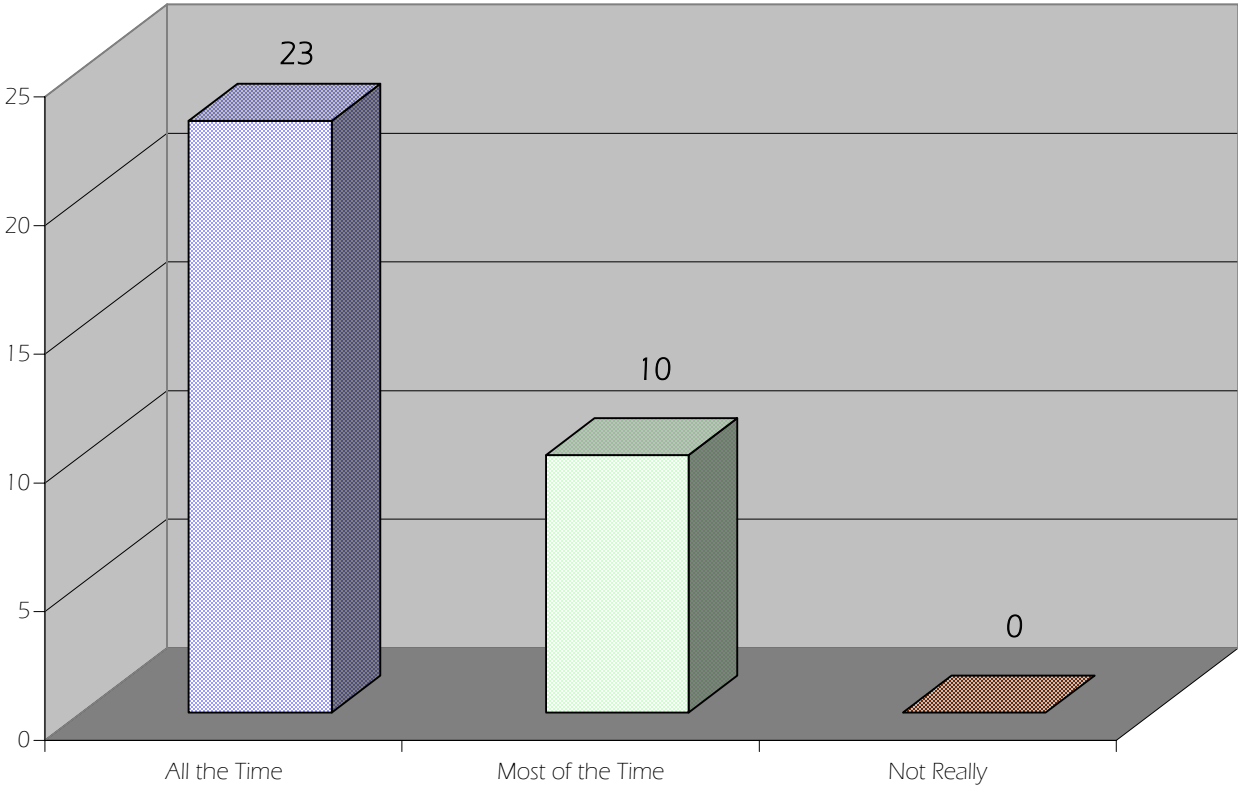
Are there Supports and Services that you Need and Don't Get?



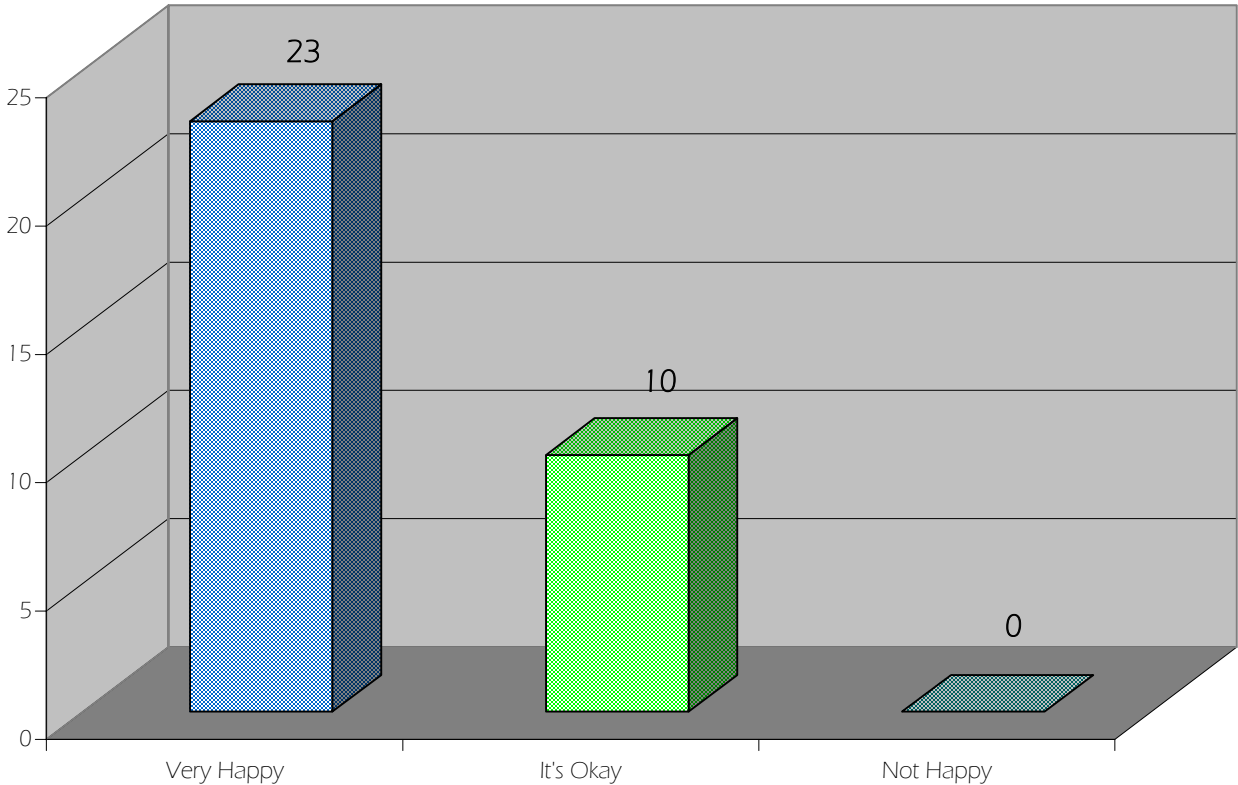
I Feel Better about my Life because of the Supports and Services I get from FAB.



Do you Feel Safe?



I am Happy with my Life.



COMMUNITY CAPACITY DEVELOPMENT

A fundamental requirement for FAB's vision to be realized will be the development of opportunities that don't presently exist for our clients. Many of those efforts have been named: Pen Pals, Community Calendars, FREA and The Dreamers. FAB also became a sponsoring agency for the Kiwana's Aktion Club in the Cottage Grove area and created a provider pool for that community.

In addition, through the Personal Agents individual work, resources have been accessed to support people in their specific needs. Examples of this include: obtaining a \$500 grant to help build a ramp into a home, over \$1,300 donated booth space for an artist as well as the creation of a web page at zero cost, \$100 grant funding for supported employment services, several scholarships from the City of Eugene's Parks and Recreation dept have been acquired as well as local YMCA scholarships, a cord of wood-saving a family approximately \$120 in energy costs, donated dental and medical services and eye glasses, several donated computers and donated sexual therapy counseling.

PROVIDER DEVELOPMENT

We have been successful in finding a new pool of care providers. Our current provider list consists of 314 client employees. These individuals provide transportation, personal care, community living supports and help individual's access recreational opportunities in the community. In addition there was already an array of supports through strong community agencies and independent contractors.

With client employees, FAB has become an information and referral resource. For those interested in their skill development, FAB locates resources and training. An example of this is the joint effort with The Arc of Lane County and Lane County DD services, where we co-sponsored a series of provider trainings.

FISCAL INTERMEDIARY SERVICES

Through the contracted services with Acumen Fiscal Agent, FAB provides support to clients in the payment of their employees and vendors. The effort to ensure accuracy and timeliness is a big one! Personal Agents and our financial department are all very involved in this billing cycle twice a month and it consumes significant staff resources. It also allows our clients to have more

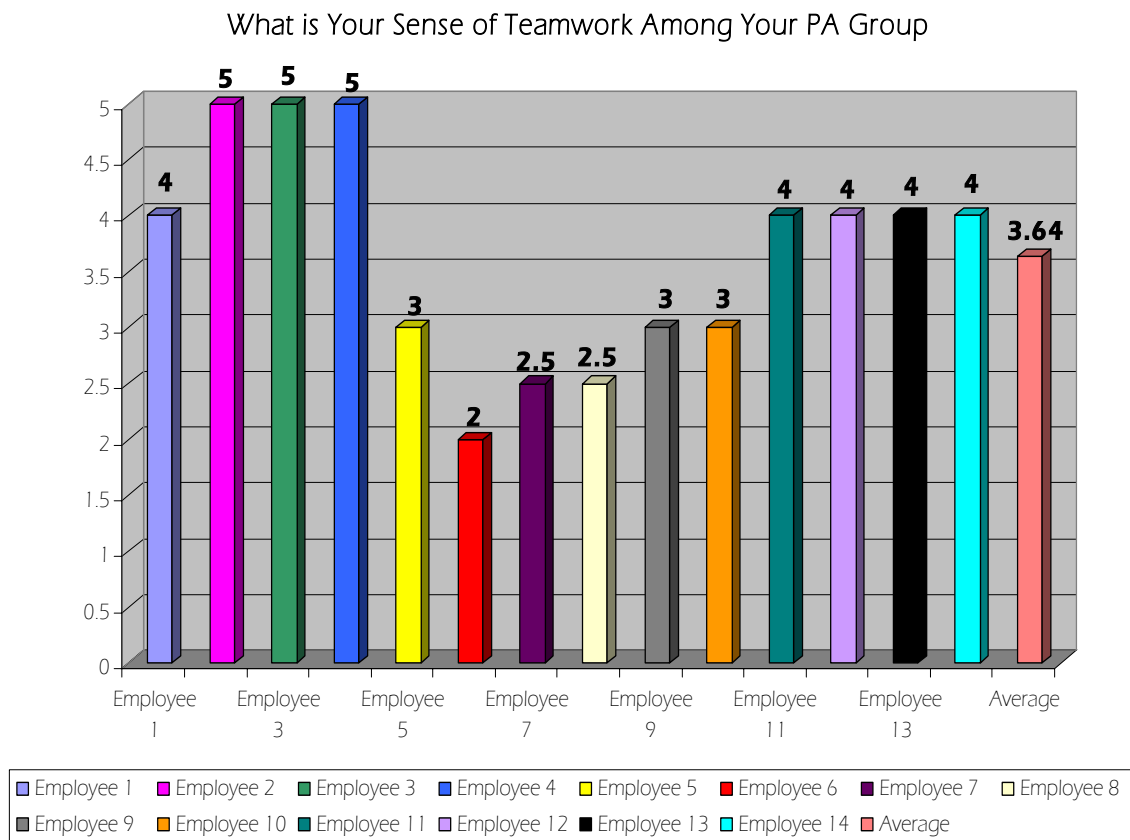
flexibility in choosing a private employee, independent contractor, or an agency for their supports. Acumen provides the administrative supports and reporting to government agencies.

STAFF RECRUITMENT, RETENTION, DEVELOPMENT AND TRAINING

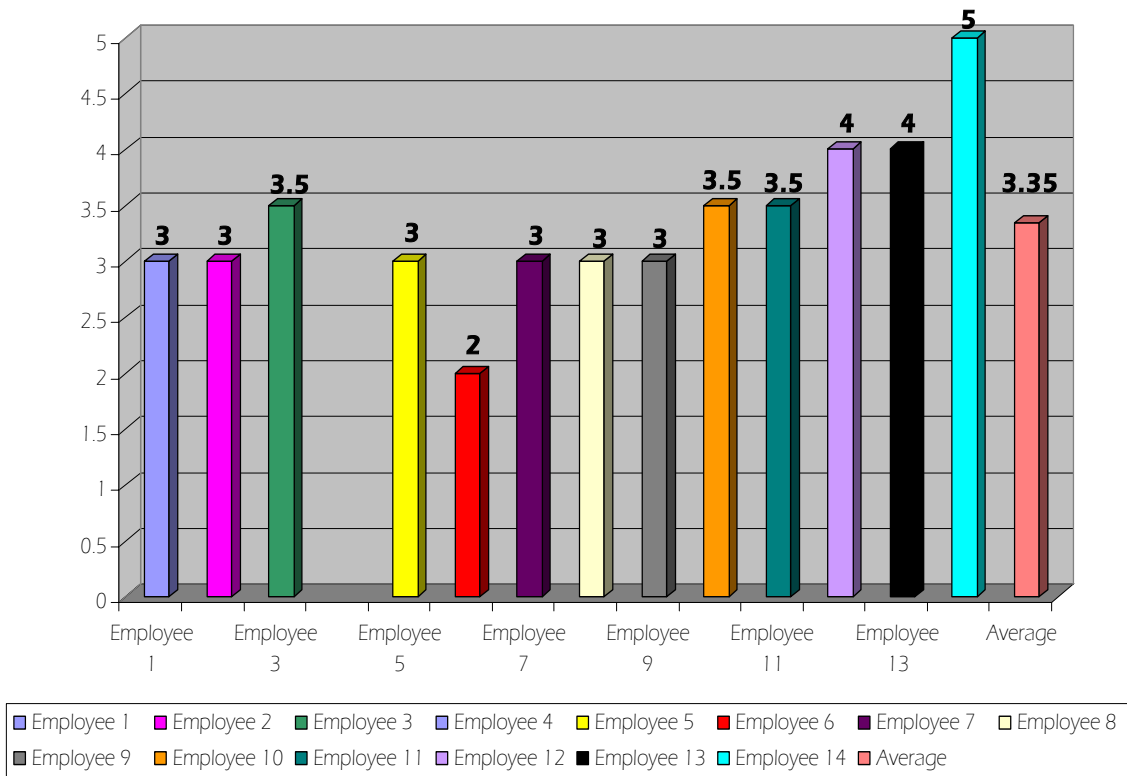
As a start up organization with emphasis on the Personal Agent - client relationship, priority has been given to the development of Personal Agents. Our Personal Agent Training Handbook was created to ensure accuracy and thoroughness in training these staff positions. It is too early to determine good retention data, though to date, only one person of 14 has left that crucial position.

In June, 2002, all Personal Agents were interviewed on job satisfaction issues and here are several of the response categories:

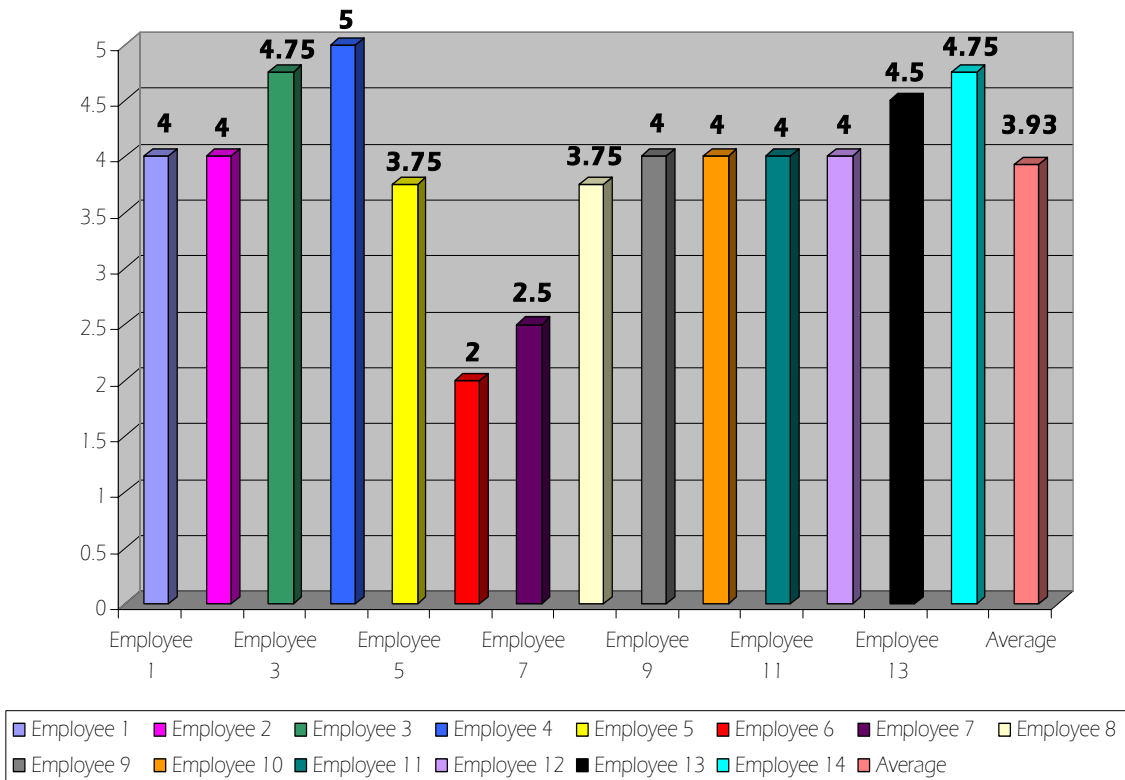
The graphs are on a scale from 1 - 5, with 5 being a perfect score.



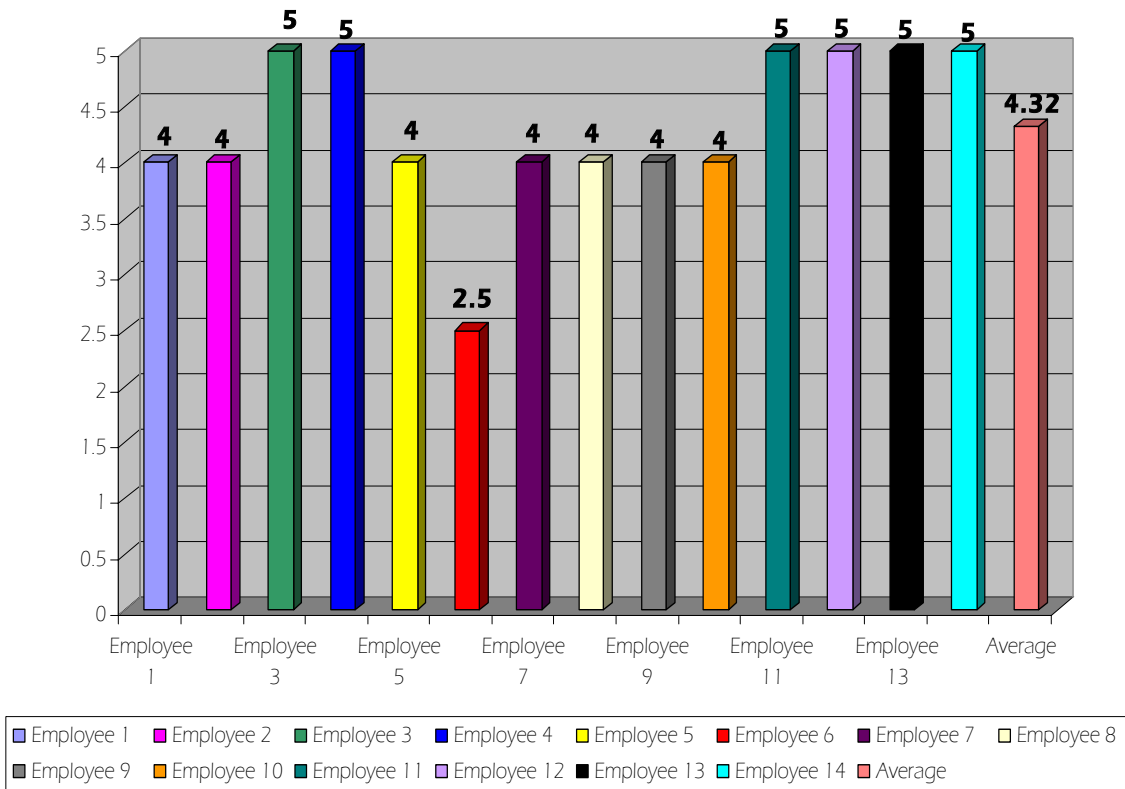
What is Your Sense of Teamwork in the Overall Organization



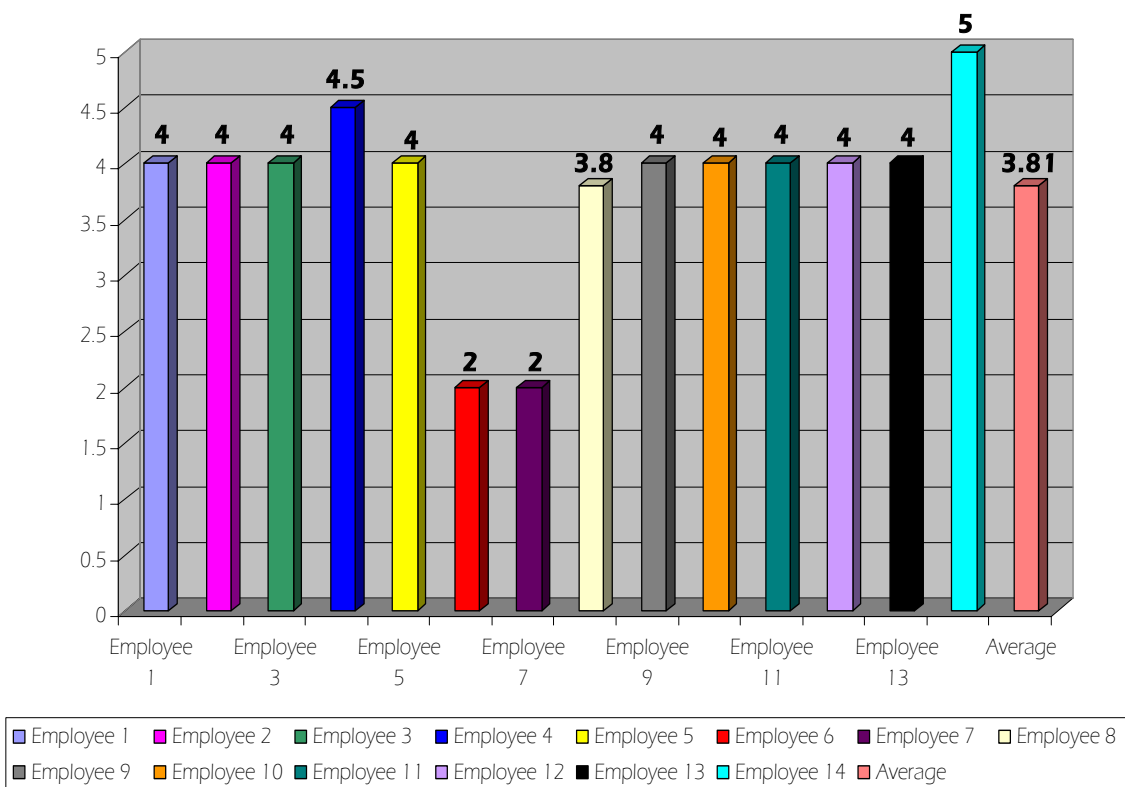
What is Your Degree of Job Satisfaction



What is Your Degree of Satisfaction with our Benefits



What is Your Degree of Satisfaction with our Pay



BARRIERS TO SERVICE/GAPS TO ADDRESS

With many successes in our initial months, we realize there is still much to do! The list of support gaps is extensive and includes the following:

Access to Mental Health Services for our clients seems difficult. There is no clear access point addressing the many and varying needs.

Affordable Housing continues to be an issue. Often, the affordable housing is not desirable, and the desirable housing is not affordable. Many of the rent reduced or subsidized places have narrow entry criteria and/or long waiting lists.

Unfundable Needs such as modified bicycles, classes and special medical equipment are all problem areas. As we continue to develop our understanding expectations we continue to find items ‘in the gray area’. The inability to use support service funds to pay for fees (a Medicaid constraint) often discounts the availability of a valuable service. One example is the Easter Seals Stewart Aquatic Center, even though its per session fee is only \$5 this has been a barrier to some individuals. We are in the development process for raising scholarship funds for situations such as this.

Ongoing Counseling not covered by the Oregon Health Plan. One clear example is ongoing treatment for sexual issues that present a potential danger to the community.

Substance Abuse counseling and treatment that understands and address the needs of individuals with developmental disabilities.

Domestic Violence and Sexual Assault supports that understand and address the needs of individuals with developmental disabilities.

Short Notice Provider Pool that can be accessed for emergencies or for regular provider back up.

Transportation: In the Eugene-Springfield area, frustrations include limited bus routes, wide time frame for Ride Source and lack of other options. Outlying areas have less available options and more distances to go. In the eastern counties, transportation is our biggest barrier to service delivery. Transportation affects all types of services. It can determine not only if a person can work but also what

hours an individual can work. It can also have an effect on whether or not a person can access recreational activities in their communities.

Plan Approval Process is cumbersome in crisis: when support needs change instantly due to unforeseen circumstances the plan revision process is bulky (write the revision, get the individuals signature, get the support service specialists signature). This puts us in a situation where we would be unable to use client funds to pay for a legitimate, immediate need.

Overall paper work process is cumbersome for clients and staff. It consumes too much time!

Providers who know Sign Language and other special skills have been difficult to find.

Employment needs are high particularly in the eastern counties where twenty-two people are still looking for jobs in the community.

Group recreational activities in the rural areas is a significant barrier to service delivery. The rural areas do not offer any programs so most of our clients in these areas have to be transported to attend.

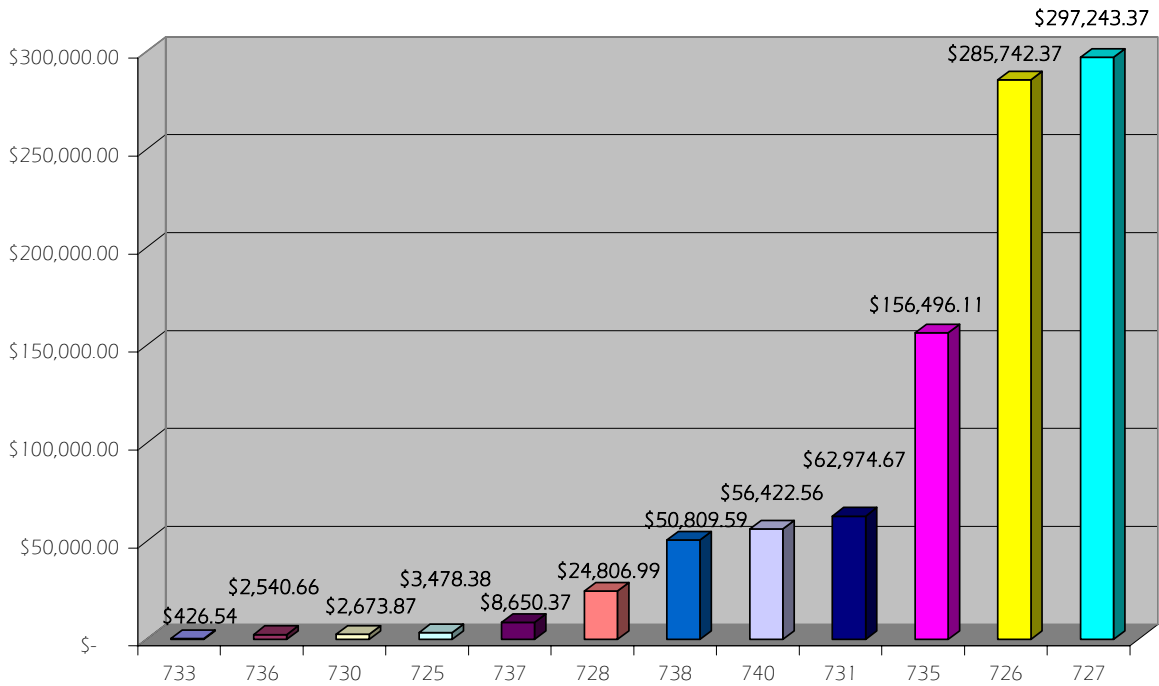
Payeeships and Guardianships are a limited resource and can be costly even though clients are in need of these supports.

Families with parents who are developmentally disabled have unique needs and limited resources available.

Internal organizational issues to address include the FAB chart of accounts not matching format of the State, and additional work is required to duplicate reports. Effective reporting of client support expenditures has yet to be achieved. Administrative duties of Personal Agents are beginning to outweigh time available for clients. It's difficult to ensure a strong morale for staff with budget problems and interruptions to service. Identifying discrepancies between FAB and State reporting information and resolving data mis-match. Keeping focus on People-work and not just Paper-work.

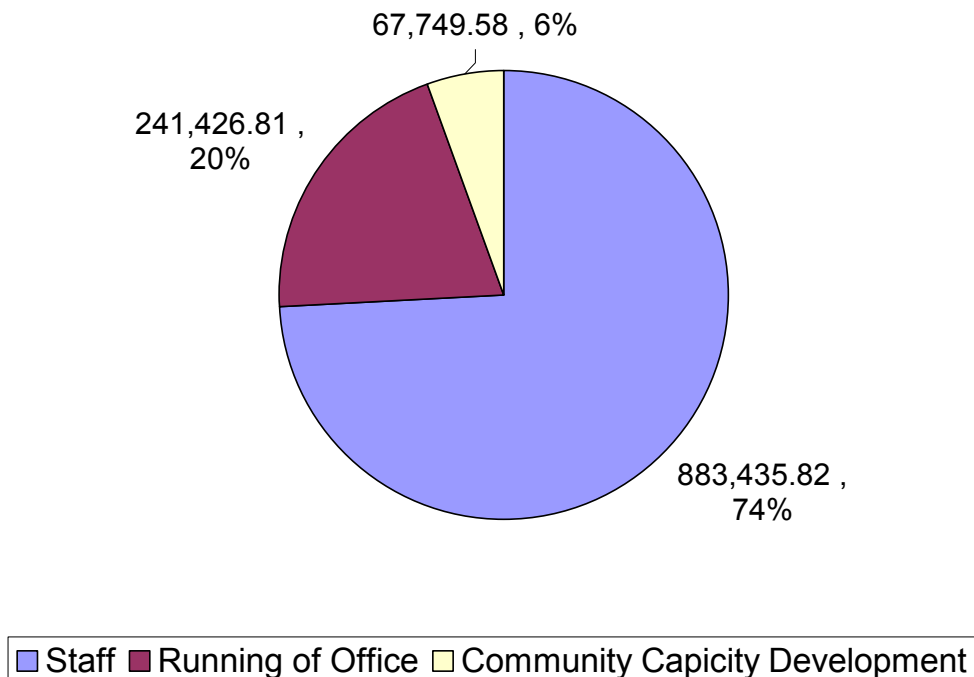
FINANCIAL INFORMATION

Client Dollars Spent by Service Code



728: Environmental Accessibility Adaptations, 738: Specialized Supports, 740: Supported Employment Services, 731: Non-Medical Transportation, 735: Respite, 726: Community Inclusion, 727: Community Living Supports

FAB Operational Expenses March 2002 - June 2003



CLOSING REMARKS FROM PAM RING, BOARD OF DIRECTORS PRESIDENT

In February 2001, a group of community members came together to lay the foundation of what was to become Full Access Brokerage. Parents, self-advocates, providers, advocates and so many other people who had followed the Staley Lawsuit, celebrated when an agreement was finally reached that would provide support services and one day end the dreaded waitlist. As I look at what the dreams were on that day I see them happening today. The words on that day included choice, involvement, self-determination, flexibility, easy access, strong community participation and well trained staff ... These are the words that have continued to drive the board of directors, the advisory members of both the east and west sides and most important of all, the staff of Full Access Brokerage.

We have accomplished so much since that day in February. A group came together to be the founders of FAB that included providers, advocates, parents and self-advocates. Many, many months were spent in crafting a proposal to the state that would give the funding for a Brokerage that would span five counties. By-laws, as well as many, many policy and procedures were written; IRS tax exempt status was filed; and finally on March 1, 2002 our doors opened. Putting up the sign that read Full Access Brokerage, hiring an incredible group of staff and finally providing services to individuals were all incredible moments.

A year later, I still feel that spirit in the office when I walk in. There continues to be a feeling of incredible enthusiasm, gentle caring and overwhelming commitment to the true meaning of self-directed supports. All this happens despite Ballot Measure 28 and the still uncertainty of HB 2152, and the overwhelming amount of paperwork that is required to stay in compliance with administrative rules and Medicaid regulations.

I know our success can be contributed to so many people and I thank every community person who has been involved from that day in February (and before) to this day, every staff person and Margaret Theisen our visionary leader. I look forward to the coming year and the continued growth in Full Access Brokerage, in not only the numbers served but in the quality of those services.

Pam Ring
Board President