



FULL ACCESS BROKERAGE

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

JULY, 2003 –
JUNE, 2004
Annual 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.

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INTRODUCTORY REMARKS BY PAMELA RING BOARD PRESIDENT



Pam Ring,
Board President

As we enter into our third year of providing services, we can be very proud of our journey. We are visible, viable and we truly are making a difference in the lives of individuals with developmental disabilities.

When we started the brokerage our vision was to provide a world where all people live, work, and recreate in their community, consistent with their preferences and choices. We certainly have made progress in meeting that vision. I wear many hats in relationship to Full

Access Brokerage (FAB). I am president of the board, I am a parent of a young man who is receiving services from FAB, and as the Executive Director of The Arc of Lane County I am a provider of services for individuals served by FAB.

As president of the board, I am pleased with our transition from a newly formed agency to an agency that has taken its place within the structure of our communities. Our staff are committed to the individuals they serve and are actively involved on committees, councils and task forces that shape our system of delivering services to individuals with developmental disabilities.

As a parent, I see first hand this commitment and dedication to providing individualized supports that are driven by the client and their personal choices. My son and I had the opportunity of participating in hiring a support person this past year. His Personal Agent (PA) provided assistance, but the process was led by my son. This was very empowering for him and a responsibility that he took very seriously.

Finally, as a provider of services my experiences have been equally positive. The transition to individualized billings for our clients, and complying with the changes in how we were doing the billing for services under the Medicaid rules for support services, was a stressful process to say the least. However, the staff was there for us, helping us make the changes necessary and coaching us through this process.

Margaret Theisen is an amazing leader. We are lucky to have her as our Executive Director. I look forward to our continued journey and the realization of the dream that all individuals who experience a developmental disability will have support services available to meet their individual needs. In order to make this dream a reality, I believe we are all going to need to be vigilant during the upcoming legislative session.

SERVICE ACCOMPLISHMENTS

The heart of Full Access Brokerage as an organization is the Personal Agent Group responsible for the support coordination for our clients. The relationship between the Personal Agent and the client continues to be the most successful element of the Brokerage. By providing a high quality of support, the PA gains the trust of the client and the family, and enables them to make decisions towards independence that they may have been hesitant or distrustful of in the past. The PA's are there for questions, emotional support, concerns or just to have someone to talk to. This allows the relationship to grow so that in times of crisis or high need the clients know there is someone there for them.

This service has also been successful through transfer to other counties. An example of this is CB who transferred to Central Oregon and quickly became employed at a Grocery store and loves his job. Another is that DH is moving to the Eugene area to be closer to his girlfriend and feels he can accomplish this due to his PA assistance and support. He feels confident in his move because he trusts he will have continued brokerage support due to the successful relationship he currently has.

Specific examples of supports received as reported by staff include:



AS and one of his birdhouses.

- AS has a provider that has helped him start his own business making and selling birdhouses.
- GH went to the Dentist for the first time in as long as he can remember because his PA went with him to support him in this experience that he was not comfortable with.
- MC acquired \$5,000 for home remodeling through collaborative

assistance from a Utility Company, the housing authority and a non-profit organization with no cost to the client. He was able to do this through his own effort, that of his wife and with his PA's assistance.



AC and her 2 daughters.

- AC has made a complete turnaround on her own from being homeless and on drugs to having stable housing and being in treatment. She feels the support of her PA will assist her to maintain this accomplishment.
- GH now lives in his own apartment but was on the edge of eviction. Through the support of his provider, and his PA, he turned his life around; he is managing his own money, has a clean apartment and is getting a job!
- DL is in the middle stages of early onset Alzheimer's. Through a grant he was able to remodel a significant portion of his house. He had his bathroom redone, had an alarm system installed, and had a ramp installed. He is also now protected by a gate when previously he would accidentally fall down steps outside his apartment. His dream has always been to go on vacation to stay a night at a nice hotel. His PA was able to acquire a donation of a night at Ocean Front Suites and four all-you-can-eat buffet tickets, so that he could go with his family. He also now has a home health nurse to teach him how to prepare foods that are good for him and how to eat them safely so that he does not choke.
- Due to FH's trust in his PA he hired a provider for the first time to assist him having experiences in the community.
- SK is going to camp for the first time because he never knew it was an option nor did he have the support to go.
- BC got a new bike through Oregon Vocational Rehabilitation Services for transportation to work. He was grateful to the PA for the legwork and referral.
- JN had not been able to see much more than shadows. His PA worked with JN through a maze of systems issues so that he could have surgery to correct his vision. In February and March JN had surgery first on the right eye and then on his left. After the initial surgery on the right eye, JN was sitting in the doctor's office and shared his amazement with his PA. There were colors and objects that he was now able to see, but hadn't in many, many years. The second success for this client was in being willing to work with a provider. JN needs assistance managing things at home, but as he is a

private person and wasn't open to the idea in the past. However, after he needed a provider to assist him with medications after the eye surgery, JN has been willing to allow the provider to assist him with needed supports in his home.

- LR went to see an eye doctor for the first time in 10 years. He had a fear of eye doctors, but his PA found a doctor who had experience working with individuals with autism, and now LR has glasses and loves his new doctor.
- MH got a set of dentures because her PA assisted her to get a medical card through the "300% rule". MH was then able to get medication and treatment for hearing loss and permanent ear pain. Her PA was able to help her through the appeal process with Medicaid when she was denied treatment.
- AR was able to move into his first apartment because his PA advocated for him with his family and assisted him through the process.
- HS had a great transition from the high school Community Living Program to graduating, getting a job, and now moving into her own apartment.
- RL's family is finally feeling comfortable being away overnight without their son after many years due to the respite they receive.



MH and her new smile!

All of these brief stories resulted from the day to day perseverance of the individuals, families, providers, community partners and the FAB staff. They represent unpredictable victories that most people in our culture take for granted.

Employment

Successful employment in both maintaining jobs, and finding new jobs, has been a continued significant success in FAB. Jobs are a critical element of rewarding lives for most of our clients. It gives them structure and routine and something they can consistently look forward to. We have been able to assist in this area by providing job coaching where a job may be at risk or to maintain a good situation. We work with the client, family and vocational experts that assist adults with developmental disabilities to ensure a successful, long-term fit, not just a short-term solution.

Clients that went into Employment July 1, 2003 – June 30, 2004

- B started working two days a week at the Opportunity Foundation of Central Oregon (OFCO); one day a week at the Redmond Thrift Store, and one day a week at Product Assembly.
- A started making Birdhouses with his provider to sell independently and at Craft Fairs.



E really enjoys his job!

- M started working at High Desert doing janitorial type tasks.
- E started working at High Desert Beverage. He works there 5 days a week with janitorial responsibilities.
- C started working at Ray's Food Place in Sisters.
- J works four days a week at the Central Oregon Resources for Independent Living (CORIL) work center. His jobs include Moonlite Mailing & scanning documents.
- N started working at CORIL.
- R started working at the Mill at OFCO
- RS started working at the Mill at OFCO
- B got a job as a temporary worker at the Madras Fairgrounds
- AV started working at Goodwill Industries.
- RM started working at Lane Community College.
- LR started working at Wal-Mart as a greeter and rounding up carts
- DH started working at Ross Dress for Less
- AM started working at the Feed & Saddle Store
- JL started working at Goodwill
- JP started a 2nd job at Sizzler
- DK got a job as a Courtesy Clerk at a store. This is his first competitive employment opportunity and he has consistent excellent reports from his employer and loves it!
- JL started at Costco
- JD started a 2nd job at Goodwill
- AP started at LCC doing recycling
- CM started working at the Dollar Store



DK gathering shopping carts.

- IF started working at Bagelsphere taking orders and doing food deliveries.
- CK started working providing care for neighbors
- JL started working at McDonalds
- ME started working at Goodwill
- BB started working at Dairy Mart
- SW started working at International Door and Latch
- RR started working at Willakenzie Animal Clinic
- CS started working at Creswell Municipal Airport
- BR started working at EC Cares
- JR started working at LCC recycling
- TN started working at Walmart
- JD started working at Taco Bell
- JC started working at Walmart
- GL started working at EWEB day care
- AN started work at both Courtsports and Wendy's



IF taking bagel orders.



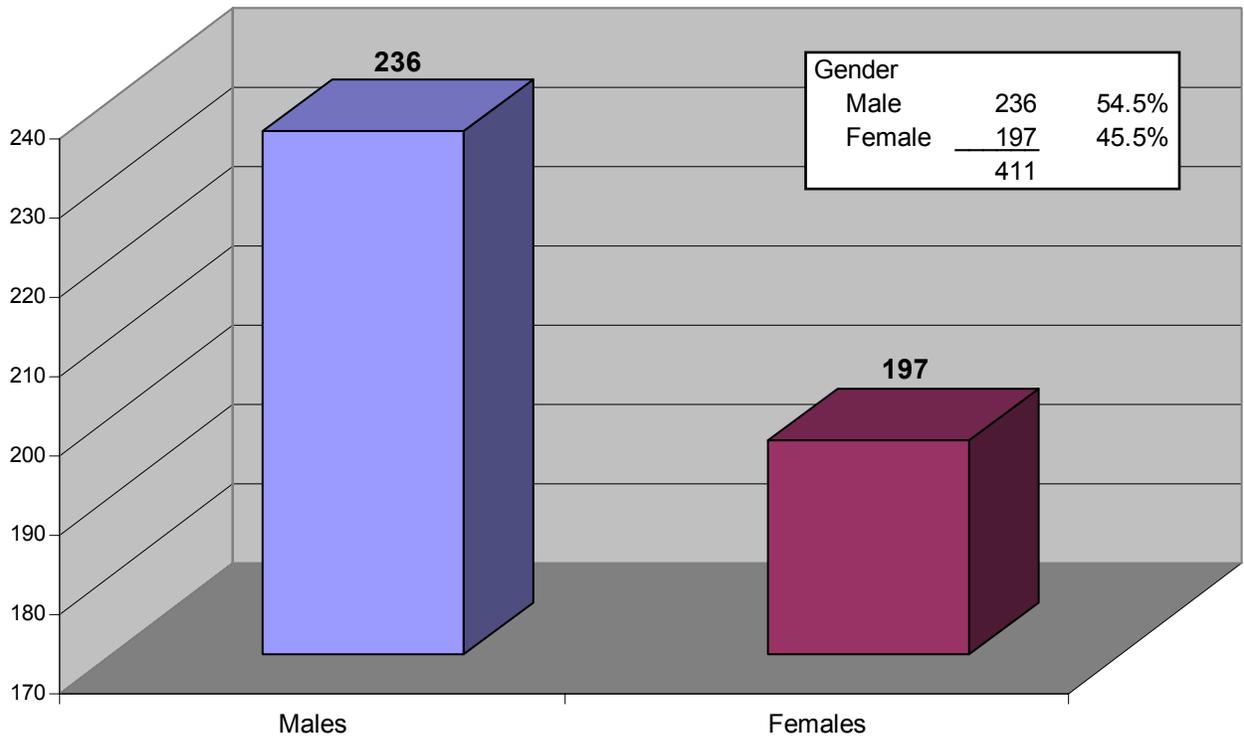
EP

- TC started working at Bagelsphere
- RR started working at Goodwill
- TB started working at Burger King
- EP began working at Goodwill
- CC started working at Ya-Po-Ah Terrace
- DC started working at Wild Oats
- JG started working at Lonne's Cabinet Shop
- HS started working at Fred Meyer

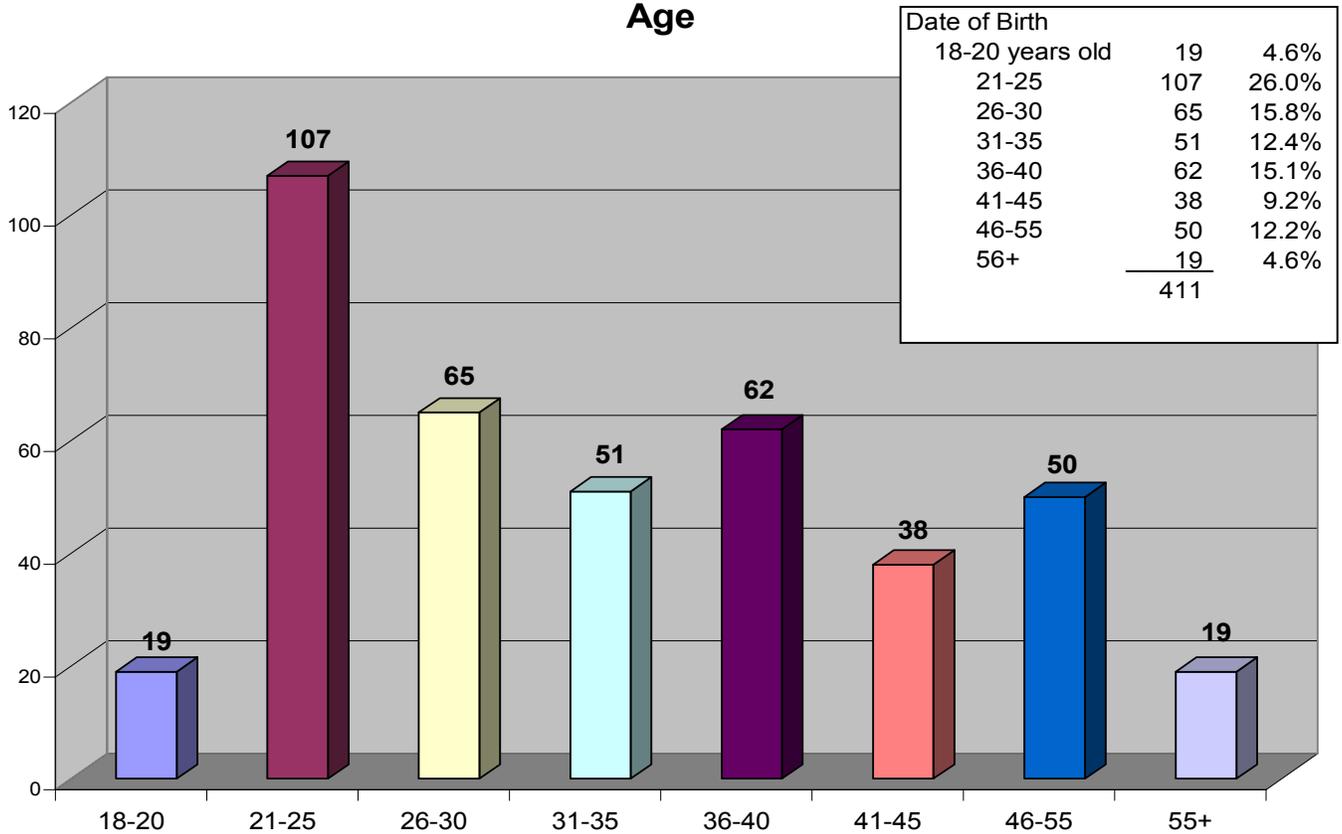
The total number of FAB clients that were employed as of June 30, 2004: 229. That represents 55.8% percent of the total number enrolled at the close of the fiscal year. We consider this a significant accomplishment given that national averages for unemployment of people with developmental disabilities is over 75%. The jobs noted, and those jobs obtained in prior years, represent a diversity of interests. The various support needs of our clients allow them to work in highly supervised environments or those that are completely independent.

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

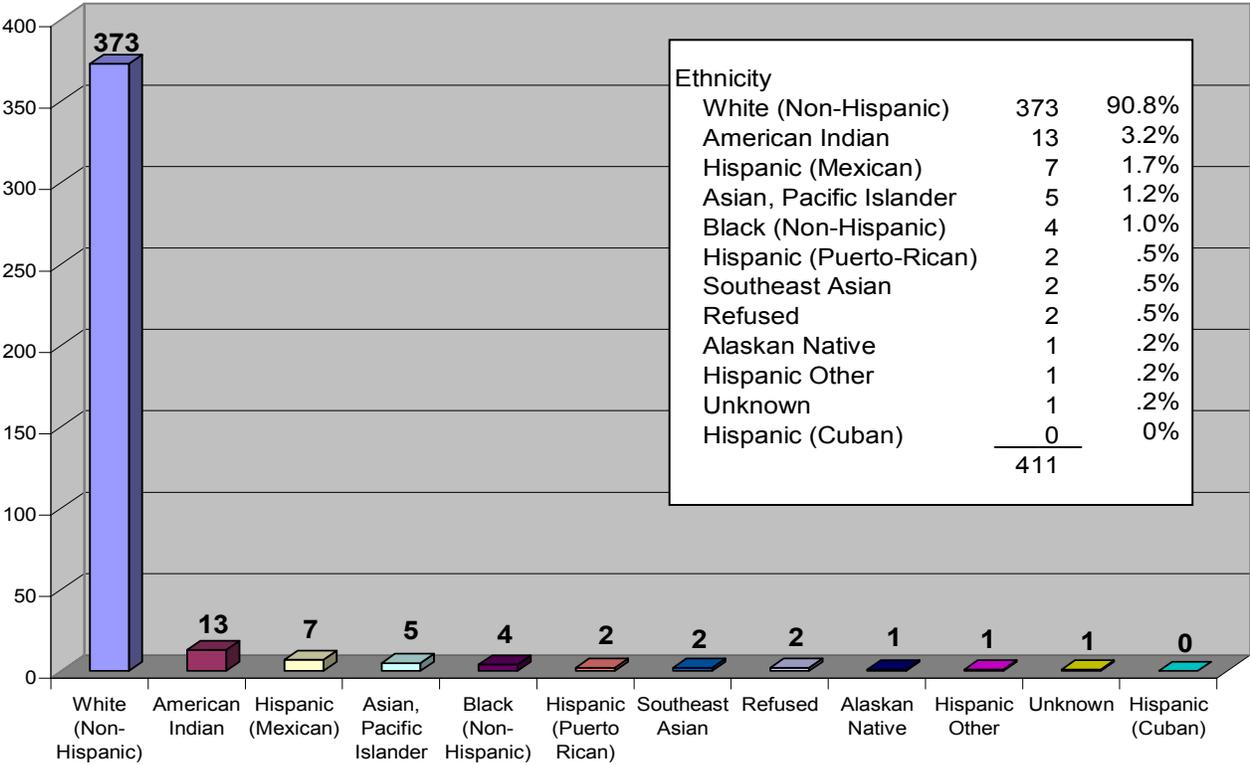
Gender



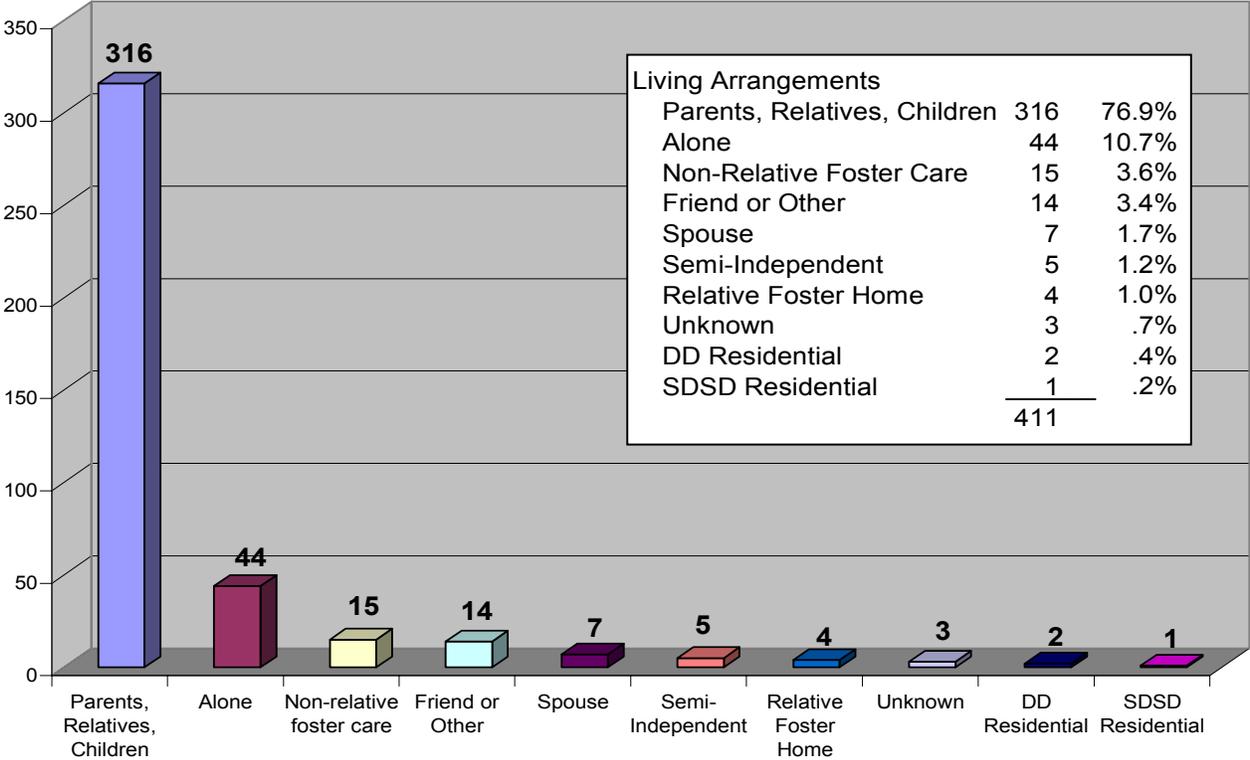
Age



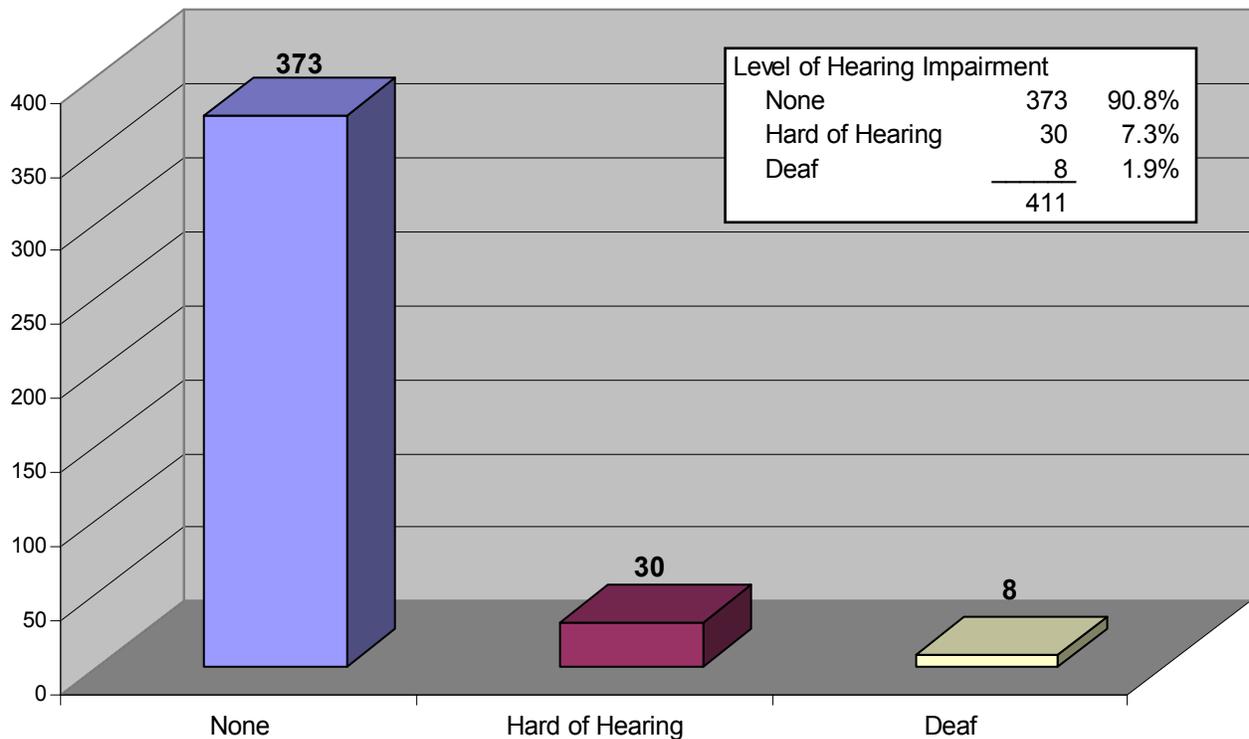
Ethnicity



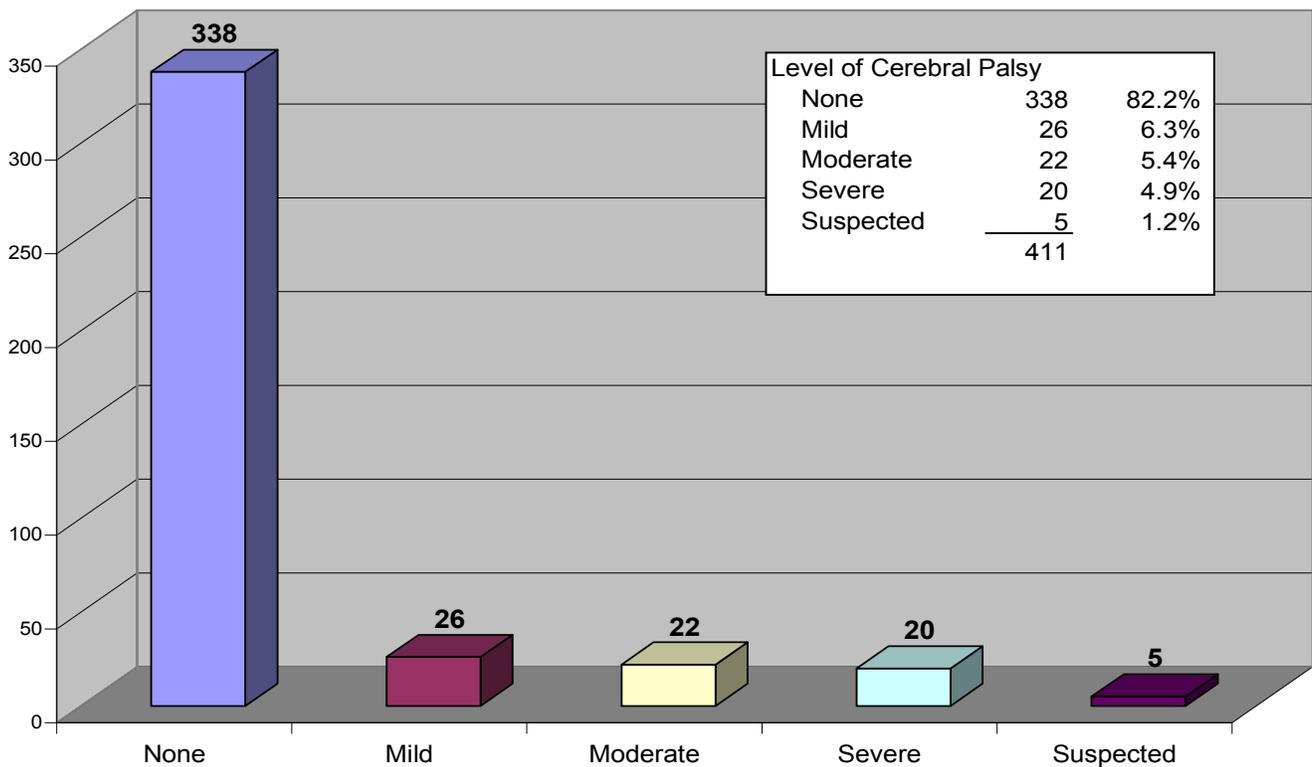
Living Arrangement



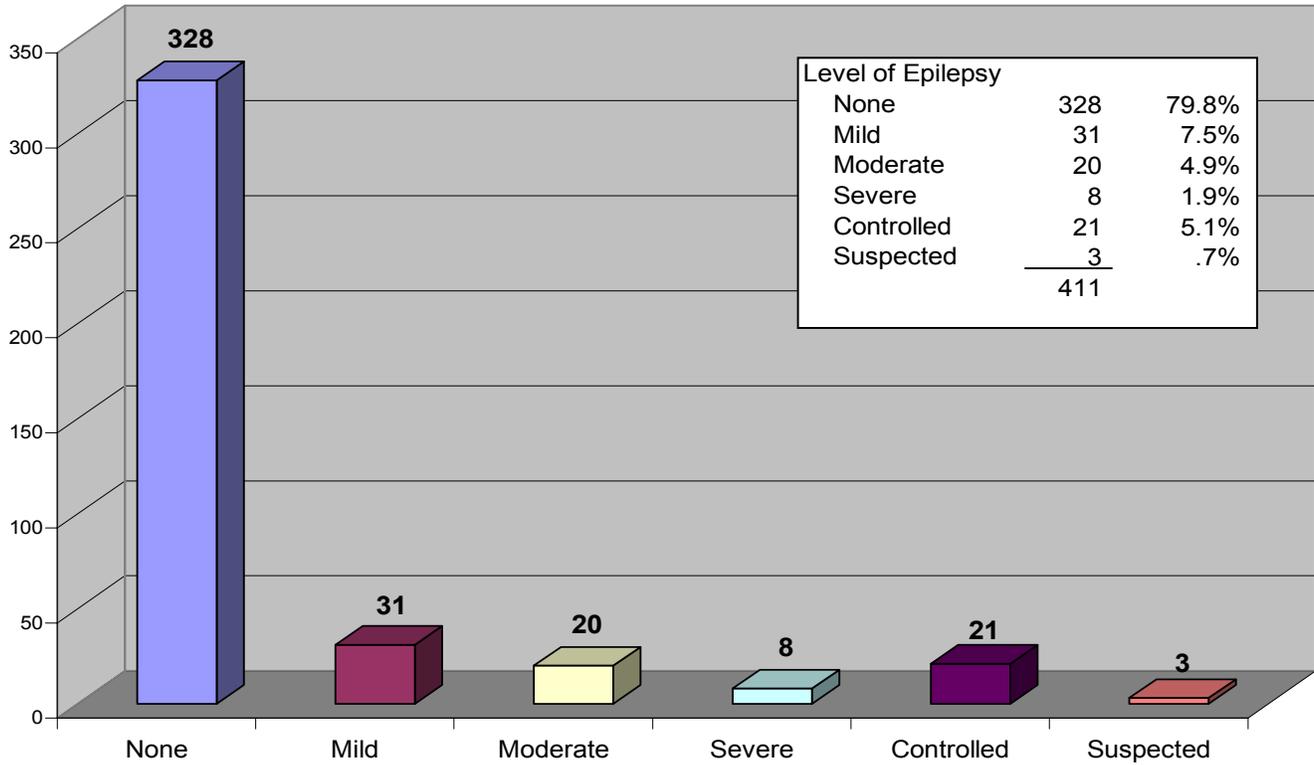
Level of Hearing Impairment



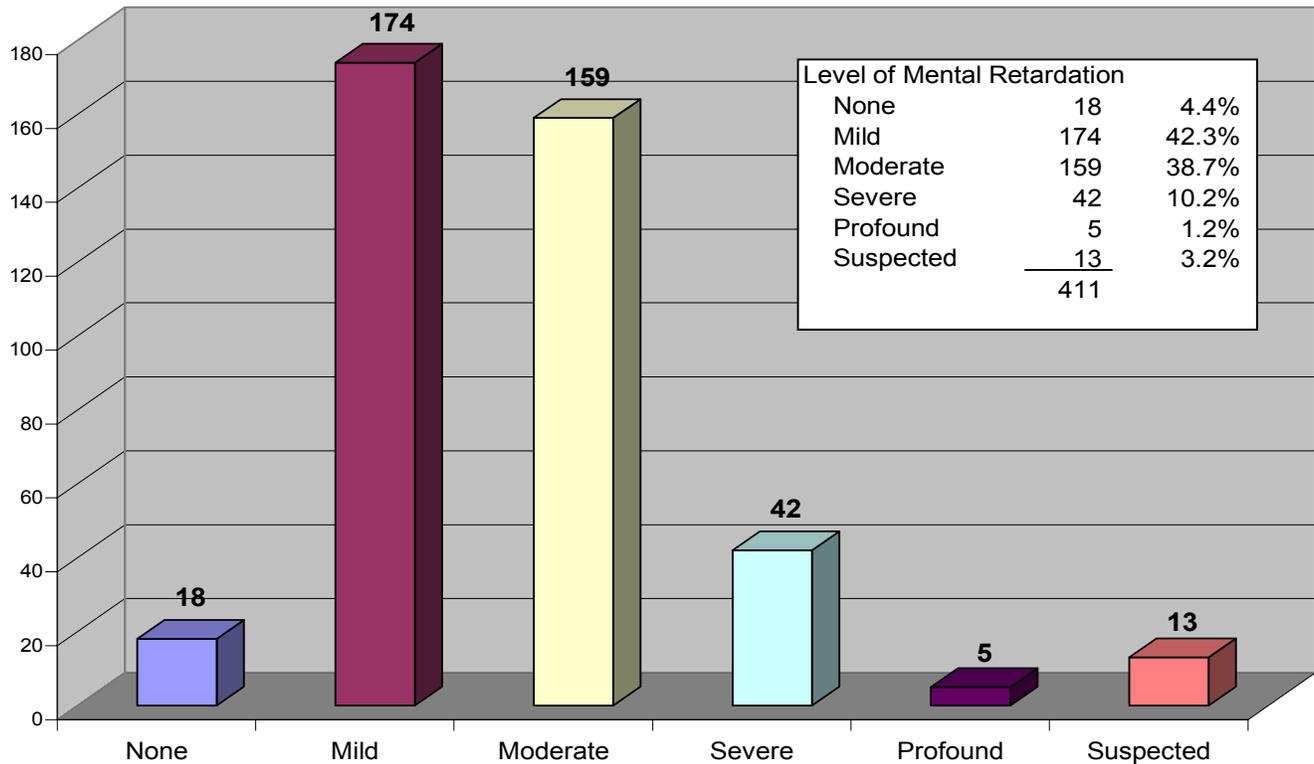
Level of Cerebral Palsy



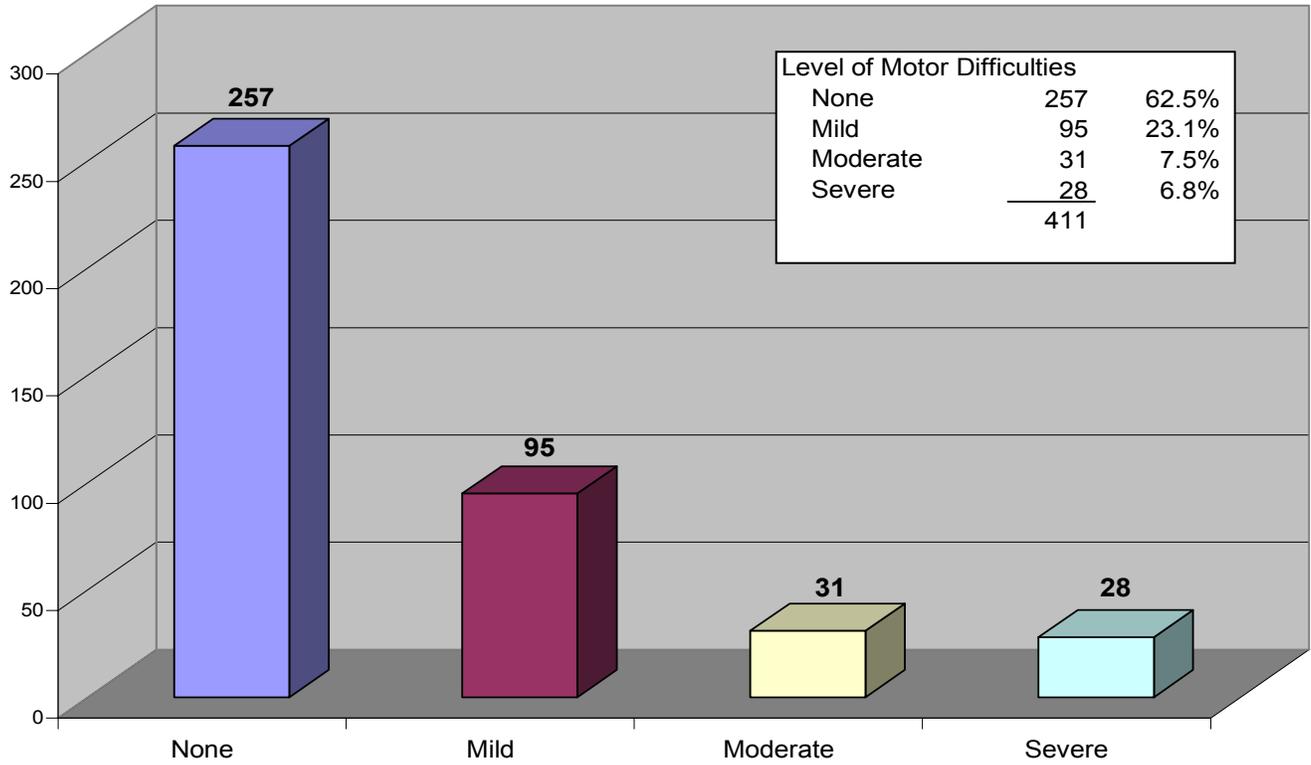
Level of Epilepsy



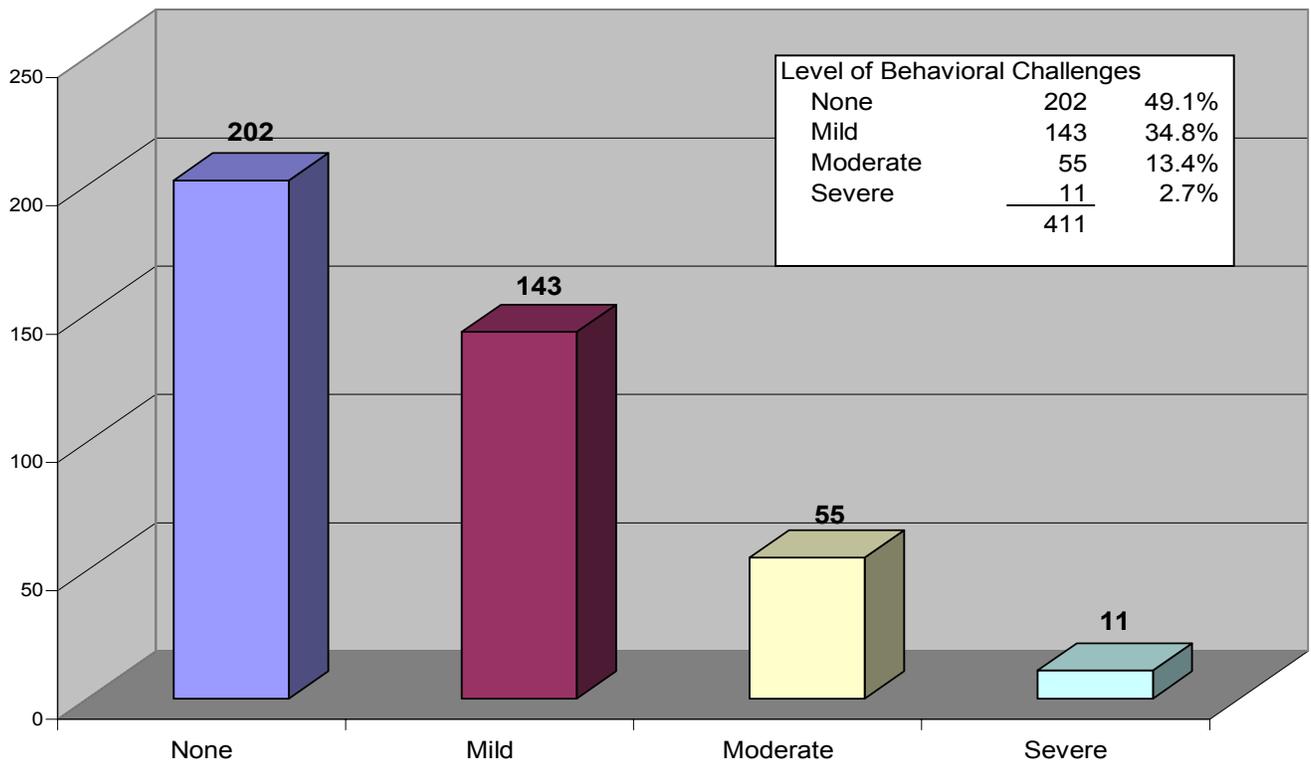
Level of Mental Retardation



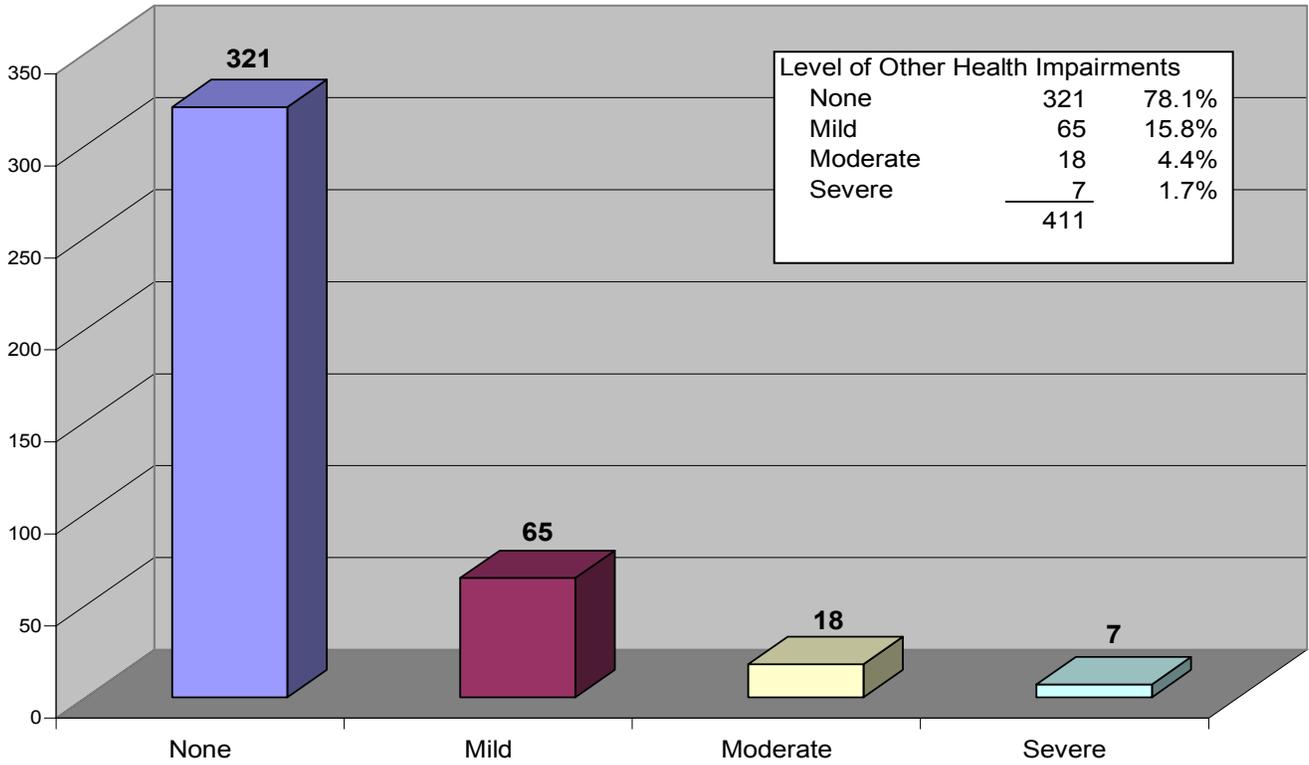
Level of Motor Difficulties



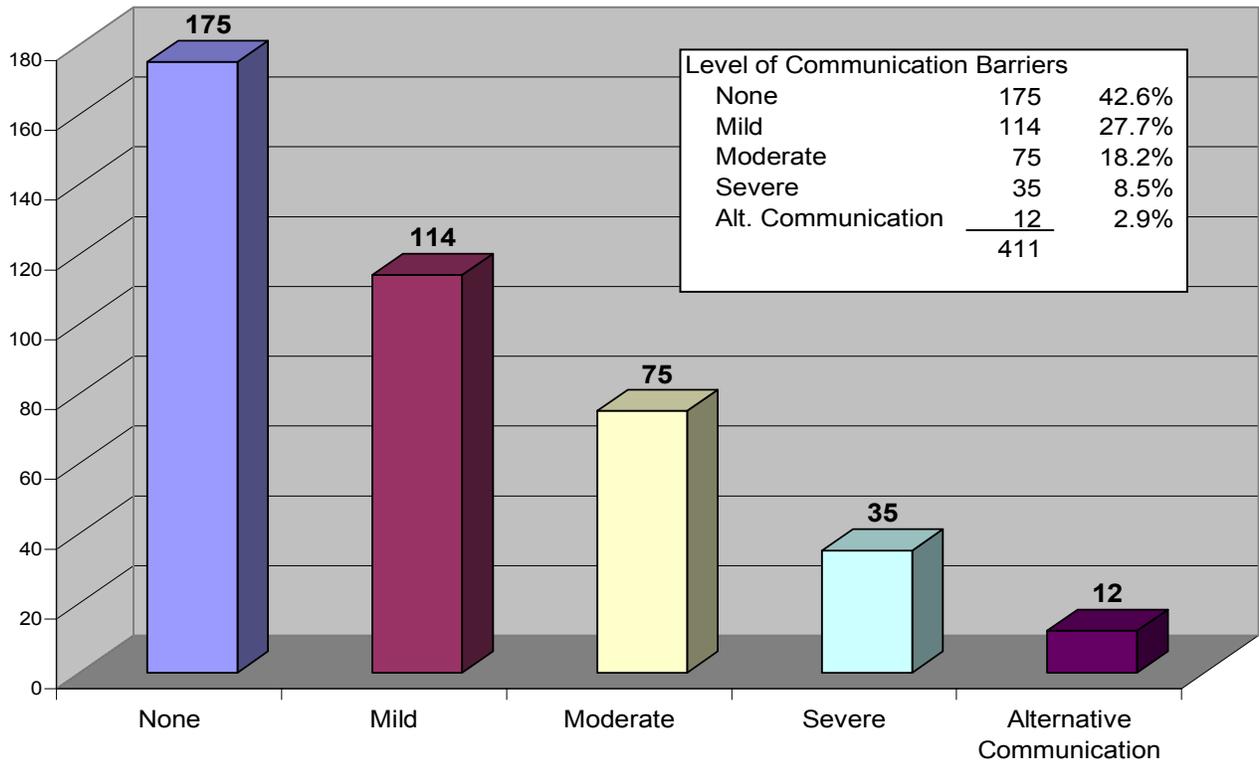
Level of Behavioral Challenges



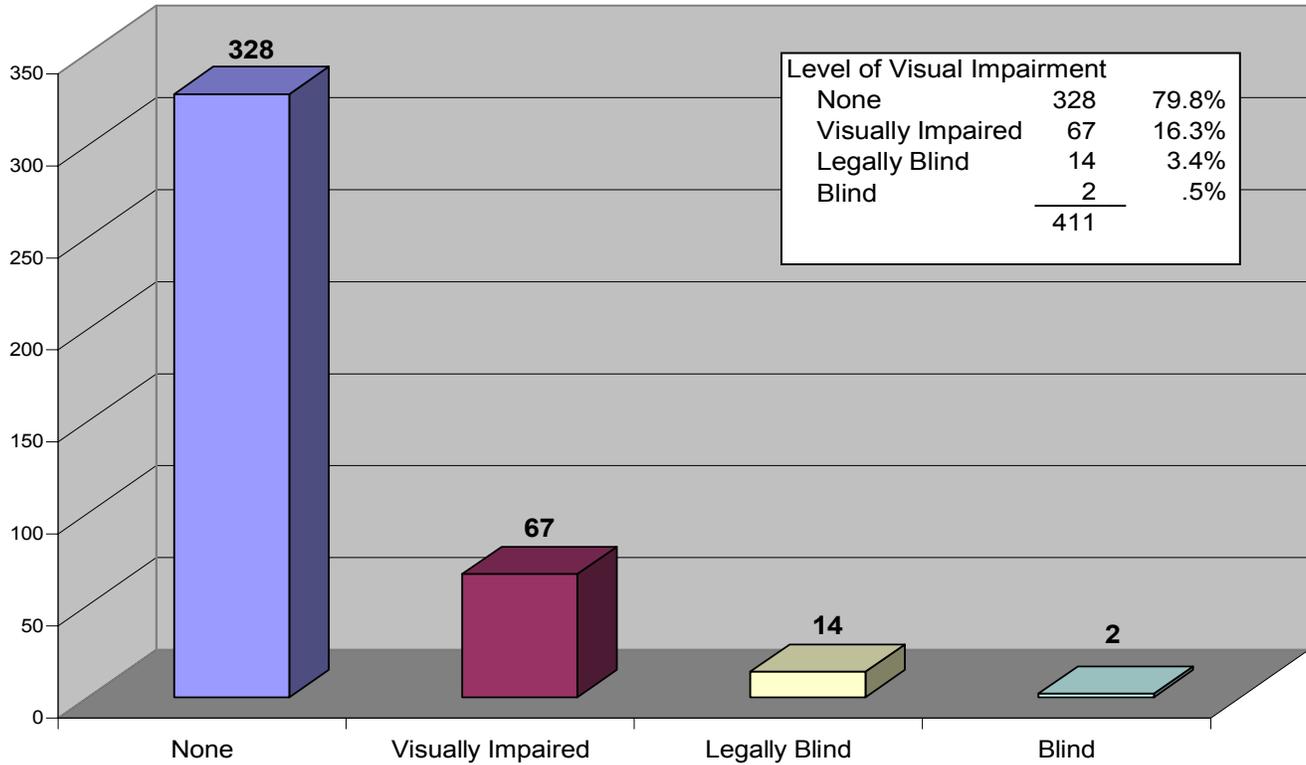
Level of Other Health Impairments



Level of Communication Barriers



Level of Visual Impairment



COMMUNITY PARTNERSHIPS

Amazing partnerships continue to evolve throughout the 5-county area FAB serves. Staff have been fully involved in multiple projects and on-going development efforts.



Bridging Communities Quilt

FAB sits on the committee Bridging Communities: Violence Free Living for People with Disabilities. One of the projects they accomplished this year was a State wide conference where communities were able to share the steps they are taking to bring communities together on this topic. It had good attendance and there was a wide range of professional speakers and participants, including self-advocates. The Tri-County (Crook, Deschutes and Jefferson) area produced a brochure modeled after one

designed by Multnomah County's with emergency phone numbers and steps one can take to protect themselves. In Lane County there are about 25 agencies involved in a project called "Creating a Community Safety Plan", including local transportation groups, law enforcement, mental health agencies, and various social service agencies. The plan is to share information about each respective agency and to form a collaborative network.

FAB also sits on a committee developing a new and more convenient medical transportation system. It will be called the Cascades East Ride Center and it will service the Tri-County area. Its tentative date of inception is September 2004 to begin services in Jefferson County. After this trial period it plans to expand to Crook and then to Deschutes counties. It is currently building its provider base in Jefferson County which includes Dial-A-Ride, cab services and individual providers. Cascade East Ride Center will have a call-in center operated by Central Oregon's Intergovernmental Council. They will receive updates daily regarding those with Medicaid eligibility. The goal is to provide free transportation to local, and out-of-area, medical appointments. The transportation will be billed to the Medical Card. The start up costs are covered by State Grants and operations will be covered by Medicaid.

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. FAB staff also sit on a board that is advocating for public transportation to be brought to the City of Bend. Bend is in the beginning phases of planning and is waiting for the route to be picked and for voters to consider a levy in November 2004. In the more populated area of Eugene-Springfield, Lane Transit District, Dial-A-Ride and Budget Taxi have been effective resources.

FAB staff worked with a variety of agencies on the National Developmental Disabilities Awareness Month - March 2004. This was used as an opportunity to enhance the community's understanding of issues affecting people with developmental disabilities by public awareness and education. A grant was secured to rent a kiosk at the local mall where a diversity fair was arranged that was intended to increase awareness in what it was like to experience developmental disabilities.

With the Lane County DD Coalition, FAB worked on several projects throughout the year and was able to listen to guest speakers. One group in particular that

joined the DD Coalition was *Citizen's for Oregon's Future*. They came to help make the group more informed on where our tax dollars go. The DD Coalition also worked with the "Get Out The Vote!" effort with the Lane Independent Living Alliance (LILA) This project focused on getting individuals registered to vote and then getting them informed about the importance of filling out their ballots and turning them in. It is part of the federal government's effort called Helping America Vote Act (HAVA).

FAB sits on various other committees, one of which is the Multi-Disciplinary Task Force Team which is a group of individuals that get together from different agencies to discuss cases with the intent of sharing resources and information. Another one is the Central Oregon Transition Plus, which is a group of mostly parents of individuals with developmental disabilities. The basis of the group is to govern over the Kearney/Norton apartment buildings and to mentor prospective consumers that are interested in obtaining housing. PTAC is the Public Transportation Advisory Committee which is made up of businesses, leaders, and organizations responsible for developing current and future transportation resources. Central Oregon Social Service Training Consortium (COSSTC) is a group of various organizations, businesses and the school system that gathers once a month to pass along information on trainings in the area and discuss trainings that need to be brought to Central Oregon. FAB continues to be involved in planning committees for statewide conferences including the DD In-Service and Oregon Rehabilitation Association Team Rehab. PA's are also involved in statewide brokerage related works such as the Skill Builder and the Forms group.

We are still involved with local transition programs and are attending annual individual educational plans for students in the brokerage and ones that are planning to enter the brokerage. We have been involved with extensive planning with other agencies so that services and supports are provided to students that are aging out of school and are awaiting enrollment into 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 played a role in the Deschutes County DD

planning meeting, Lane County DD Coalition, the Oregon Rehabilitation Association and the State DD coalition.

COMMUNITY INVOLVEMENT, SOCIAL ACTIVITIES & SELF ADVOCACY

FAB has continued to create opportunities for personal and social involvement. All of the activities emphasize creating natural supports that the clients will be



Calendar & Crafts Day

able to maintain and continue, or evolve on their own. SuperFriends (previously known as Pen Pals), the Community Calendar & Crafts Day are so well liked that clients regularly call about scheduling and are eager to attend. Not only are these two activities creating products, but they are creating new friendships and also enables reunions of clients that possibly haven't seen each other in years. The Community Calendar also gives clients the chance to

see what events are coming up by looking at the listings on the calendar and make plans with others in the room or on their own.

FREA Team (Freedom through Release, Expression and the Arts), pronounced "free" is a group that FAB started to develop last year. Interest grew so much that there was a waiting list to join even before the first performance. FREA Team hopes to raise community awareness and break stereotypes. To do this the group is practicing different exercises that will help them to build self-esteem and communicate feelings in a creative and open way. They had a very successful performance at the state-wide Team Rehab event in October.



FREA Team Rehearsal

FAB is working with an apartment complex to host art projects every other month. It brings the housing community together and they learn how capable they are. The instructor is an art teacher and is able to access materials and ideas that are conducive to a successful outcome. So far they have made T-shirts, block prints and next they are going to construct a mural.

Last year the FAB offices hosted two separate events with the same goals: community involvement and fundraising. The “Believing in Abilities” BBQ and Raffle was hosted in Bend. About 60 parents, providers, clients and staff attended a late summer BBQ and Raffle. Approximately 50 local businesses and organizations donated various items for the raffle. Next year we plan to have games, music, prizes, booths and food for everyone’s enjoyment.



Believing in Abilities Participants



Riding for a Better Way of Life
Cyclists

“Riding for a Better Way of Life” was hosted in Eugene and co-sponsored by Paul’s Bicycle Way of Life, a local bicycle shop. This event included a 25 mile bike route for the more dedicated biker and a 5 mile family ride. During, and after the ride, there were vendor displays, mountain bike and unicycle demonstrations, face painting and a raffle. Approximately 75 local businesses and organizations donated various items for the raffle. There were 50 riders that participated

and approximately 100 other community members and staff in attendance for the day.

Together the “Believing in Abilities” and “Riding for a Better Way of Life” events raised almost \$4600 for FAB’s “Better Way of Life Fund.” This is a scholarship fund that clients can access in order to purchase items that their Support Service Dollars do not cover. Some examples of granted scholarships are:

- CC had a strong desire to become more independent and to be able to learn how to cook independently. She used the scholarship fund to purchase the “Yes, I Can Cook” cookbook.
- LS had to have shoulder surgery on her right shoulder. That was the side that she used to balance when walking due to her left side being affected by Cerebral Palsy. She wanted to return to her home where she lived independently and had an emergency system installed in case she fell and needed help getting up.



BG at work!

- BG was experiencing problems with her feet causing them to be really sore. The condition began to affect her work so her doctor prescribed a pair of special shoes to help rectify the situation. The shoes were purchased with the “Better Way of Life” fund.

ADVISORY COUNCIL ACTIVITIES

FAB currently has two advisory councils, one serving Lane County and the other serving Deschutes, Crook & Jefferson counties. Lake County has not been connected to a council at this time. The two councils are functioning under roles that were developed locally at the creation of the organization. The Tri-County Council has moved their meeting time from the evening to a mid-day meeting which has increased attendance but they are still looking for more self-advocates. They are creating goals for the upcoming year.

Last year the Tri-County area conducted phone interviews for a client survey for Quality Assurance. The success rate was very high soliciting a 90% completion of potential surveys. However it was very time consuming for the council members and this year they helped create a survey to be mailed to consumers. The success rate for this was not as high even with a prize incentive for returning the completed form. The response for this year’s survey was 39%, results are noted later in this report. We should also note that we had many more people in our program this year than last!

One of the things learned from last year’s survey was the families desire to have someone to talk to. The council wanted to create a family forum so they could discuss issues that they all are facing. A Support Group was developed for the Tri-County area, but despite such a strong request the attendance was very low, consistently two or three people attended each meeting. The group adjourned for the summer and is scheduled to try it again in the fall.

Last year it was also recommended that an informational library, or training center, be made available to our clients. “Brain Train” is available to clients in our

Bend office and we are planning a complete resource list that will be available. A complete list of all other resources available in the area will be cross-referenced so that there are no duplications.

The Lane County Advisory Council had a very busy year as well. They played an instrumental role in getting clients registered to vote and also reminding them to vote. One of the self-advocates in the group runs his own business placing reminder calls for different businesses. He was set into motion to call all of the Lane County clients to remind them to vote.



Tom's Telephone Service

The group has also helped to foster different ideas that could help current, and future, FAB clients. Since FAB has several High School Transition referrals each year the Advisory Council decided to put together a brochure and/or a booklet helping to outline the transition process. They put together several ideas and listed several resources. FAB has an intern from the University of Oregon who is taking on the High School Transition brochure/booklet as her senior project.

The Lane County Advisory Council has also begun work on a project to help make the Customer Survey (that is PA paperwork to write about clients' lives) more friendly for non-verbal clients. The Advisory Council brainstormed ideas and decided to create a book of pictures that will help the client, and the PA, to complete the Customer Survey. During two different sessions the group cut out pictures from magazines. They also determined which items were not being represented in their magazines and had someone go out to take photographs. Examples of pictures included in the book are: Doctors, Nurses, Lane Transit District City Bus, Person Shaving and Money. Now, the Advisory Council is in the editing process. When complete, there will be several copies available for PAs to use when completing the Customer Survey.

BOARD OF DIRECTORS

The role of the FAB Board is to govern the organization. They are all very knowledgeable volunteers and bring vast experience to our efforts. They meet regularly to discuss services, staff issues, budgeting and all aspects of the agency. Their role is instrumental as the guiding leaders of FAB. They can never be thanked enough for their contribution!

**Pam Ring, President
The Arc of Lane County**



Pam has been the Executive Director for The Arc of Lane County for the past twenty-five years. She has a twenty-six year old son with developmental disabilities. He is living in an apartment and works at Goodwill Industries. Pam was on the Universal Access Planning Committee and a founding member of FAB and was also on the Planning Group and Advisory Council for Self-Directed Supports. She currently serves on the The Arc of Oregon

Board as a representative of the Executive Directors' Council of The Arcs of Oregon, is a Secretary of the Board for Mainstream Housing, and acts as the facilitator for the Lane County Developmental Disabilities Coalition.

**Jeannie Kinley, Vice President
Parent**

Jeannie Kinley worked for 17 years with the Redondo Beach Unified School District Special Education department. For the last 7 years she was the coordinator for the Workability Program. The Workability Program helps transition DD high school students into adult programs. She got involved with this program after her son was diagnosed with autism in 1970 and there were no services available. She has 3 sons, 1 grandson and has been married 28 yrs. In June of 2002, she retired and relocated to Bend. She became involved with FAB shortly before moving here.



**Kerri Fowler, Secretary
Self-Advocate**



Kerri is active in several community organizations. She is the President of People First and a member of the Developmental Disabilities Coalition, the FAB Advisory Council and is a regular volunteer on many projects. Her hobbies include doing crosswords, biking, watching T.V., and crocheting. Her crocheting interests have raised funds for numerous community projects because she

makes blankets for auctions and raffles. She and Devin (introduced below) celebrated their 10th anniversary this year!

**Jason Blodgett, Treasurer
Self-Advocate**



Jason has lived in Bend for the last 15 years. He was born in Portland Oregon but lived in Long View WA until he was about 4 years old. It was at this time that he and his family moved to Corpus Christi TX and then finally moving to Bend in 1988. Jason enjoys going to the movies, going bowling and going to the city of Portland when he can. He works in a scanning/shredding business and has great expertise in that process.

**Darrel Wilson
OFCO**

Darrel joined the Opportunity Foundation of Central Oregon to develop residential supports for persons with disabilities. He planned a two year commitment and then a move to the Portland metropolitan area where career opportunities were more plentiful. That was 1975. Today he is the Foundation's Executive Director. His plans changed as he discovered a deep sense of purpose and alignment with his most deeply held values. Through the years Darrel has also been involved in a variety of state and local leadership activities. This includes many years on the Board of Directors of Oregon Rehabilitation Association and the Residential Providers Association. Also, he was President of the Oregon Intermediate Care Facility for the Mentally Retarded Association. Active both on the legislative front with state agencies, Darrel advocates for improvements in Oregon's community based supports for persons with disabilities.



**Devin Ackley,
Self-Advocate**



Devin is the Vice President of People First, a member of the FAB advisory council, and has a job with Dairy Mart. His hobbies are biking, playing basketball, movies and bowling. Devin's partner is Kerri Fowler, who is also on the Board!

**Lucy Robertson,
CORHA**

Originally from Dallas, Texas and now living in Bend, Lucy Robertson is the parent of two, Rene', a 21 year old daughter, who lives at home, works full time at Home Depot and attends COCC. Her son, a 29 year old young man with Downs Syndrome, Richard, lives at the Kearney Avenue Apartments, with supports. Richard was in the movie, " The Postman" with Kevin Costner as an extra.



Richard stays busy with Special Olympics, and Bend Metro Parks and Rec activities, as well as working 5 days per week at CORIL. Lucy has previously been involved in Arc of Central Oregon, Parents Graduation Alliance, and Special Olympics, where she started a Special Olympics chapter in Saltillo, Texas. Currently, she is involved with COTP, Central Oregon Transition Plus, an organization of parents, advocates, and professionals, who built the first apartment complex from the ground up for developmentally delayed young adults in Oregon. The Kearney Avenue Apartments, built in 1998. Now, a second apartment complex, The Norton Avenue Apartments, are just finishing up the second phase of that complex. Lucy has also worked for CORHA, the Central Oregon Regional Housing Authority, for nearly 15 years now. She is an Occupancy Specialist, a caseworker, where over half of the 1000 plus families that have housing subsidies through the Housing Choice Voucher Program are seniors or disabled families. Lucy, also enjoys working on weekends at Zimm's Hallmark Card Store.

Carole Patterson
LILA



Carole Patterson has been a community organizer since 1988, serving as Executive Director for the Coalition of Texans with Disabilities, Associate Organizer for the Industrial Areas Foundation and Oregon Organizer for Stand For Children. Recently Ms. Patterson served as the Project Coordinator for Lane Independent Living

Alliance and is currently on the national board of Independent Living Resources, Full Access Brokerage and other community organizations.

Renée Renshaw
Creative Employment Solutions

Renée returned to her native Oregon in 1999 after spending more than a decade living in Seattle working for the Fred Hutchinson Cancer Research Center. Since moving back to Oregon, she began her business, Creative Employment Solutions where she provides



customized employment services to individuals experiencing a disability. Through her work and participation in several community organizations, Renée enjoys seeing how lives are enriched as people with disabilities achieve their goals of living, working, and recreating in the community we all call home. Organizations Renée participates in include: Oregon Adaptive Sports, Quota International of Central Oregon, and Start Making a Reader Today (SMART).

There were many important accomplishments of the Board of Directors this past year. They show the priorities of the Board and reflect many volunteer hours contributed to FAB. These activities included:

- Review of and approval for the Quality Management system for FAB, ensuring high quality in services provided, and establishing an account for a client scholarship fund.
- Review of staff satisfaction survey and decisions regarding a compensation policy, employee benefits levels, and prioritizing training.

- Updating all FAB Governance Policies, establishing the Executive Committee Role, updating the by laws and legal review of the by laws.
- Successful audit, including a report that required no management actions, and establishing a relationship with a new bank for FAB.
- Recruiting new Board members, continuing great parent involvement, wonderful self-advocates that are very vocal, attending training with a local community college and the statewide Oregon Rehabilitation Association Quarterly in April.
- Participating in fund raising activities and conducting effective legislative representation.

QUALITY MANAGEMENT

FAB has been active in past year with maintaining our Quality Improvement standards. Utilizing a model from business and industry, FAB developed a Define - Measure - Analyze - Improve - Control cycle of continuous process improvement. Steve Newton, PhD, from the University of Oregon has played a crucial role in making sure that our methods and model are scientific and true.

Here he gives a brief description of the FAB Quality Improvement Project:

FAB staff have been engaged in a quality improvement project primarily focused on improving contacts between FAB clients and their Personal Agents. The PA initiated contacts with clients arose as an important issue in focus group meetings with FAB clients.

Prior to engaging in the improvement effort, FAB staff had gathered questionnaire data from some FAB clients to determine their current satisfaction with PA's rate of contact. After analyzing the questionnaire data, FAB staff thought they could do better, and so we formally adopted PA - initiated contacts with clients as a quality improvement project.

In the attempt to improve contacts, FAB staff made the following changes to the way they deliver their services:

- They revised the Quarterly Plan Review form and process so that clients were explicitly asked:
 - How often they want to be contacted by their PA (e.g., once a month)

- The manner in which they wished to be contacted by their PA (e.g., face-to-face, by telephone, etc.)
- How often they wanted their PA to contact their provider.
- The manner in which they wanted their PA to contact their provider
- Whether they wanted to be present at face-to-face meetings with their provider.
- PAs also made explicit written commitments to honor the client's preferences to the greatest degree possible given their other responsibilities.

During a field-test period of approximately three months following the Quarterly Plan Reviews of 24 randomly selected clients, PAs kept track of:

- how often they initiated contacts with the selected clients and providers,
- the manner in which they contacted clients and providers, and
- whether clients were present at face-to-face meetings between PAs and providers.

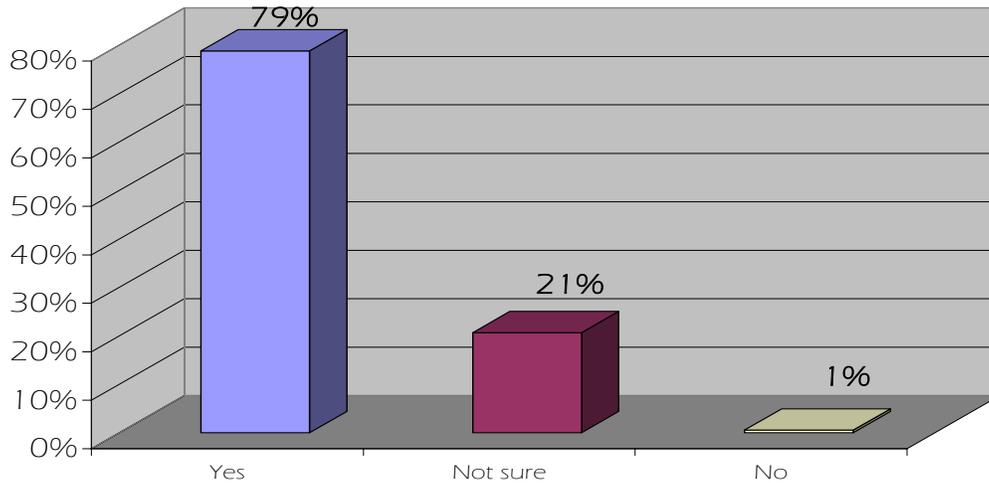
Finally, at the close of the field-test period, the clients answered questionnaires concerning their degree of satisfaction with PA-initiated contacts and the other variables of concern during the field-test period.

After the data was summarized, it was determined that all clients that had disclosed during the initial field-test period that they were displeased with the amount of contact they had were then satisfied at the close of the project. The next area that we will focus on for our Quality Improvement project will be the satisfaction level of the Providers we work with; individuals, independent contractors and agencies. Steve Newton, PhD has willingly agreed to continue to assist us with the next phase.

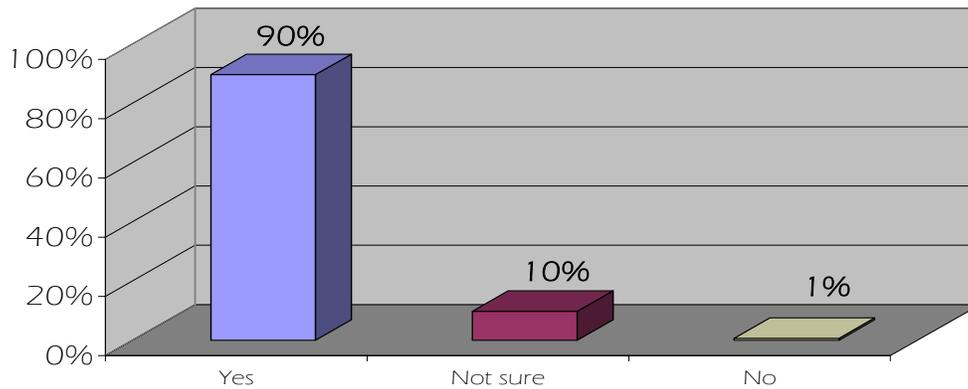
CUSTOMER SURVEY

In addition to the Quality Management Plan, is a customer survey that is used state wide to document our clients experiences. All clients are surveyed annually to identify their experiences of FAB. All of the data from FAB is available upon request. Summary information is as follows:

My Plan Says what I Want it to Say.



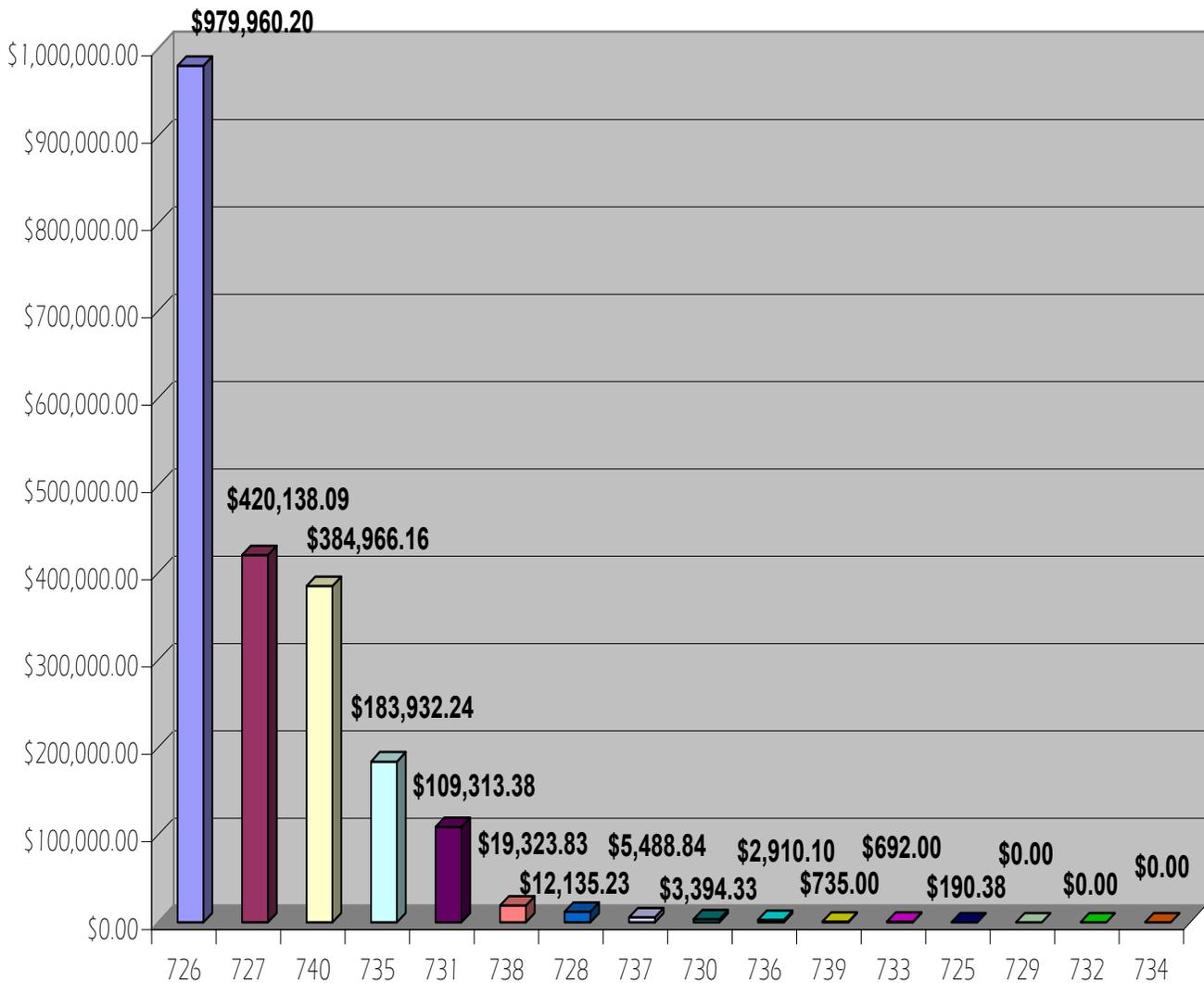
The Support and Services I Receive are Helping Me to get what I Want (to Reach My Goals).



THE FINANCIAL SNAP SHOT

FAB continues to be responsible for two major funding accounts. The first is the client services dollars. These are the funds the clients spend for their own supports. This is how things looked in that category at the end of our fiscal year, June 30, 2004.

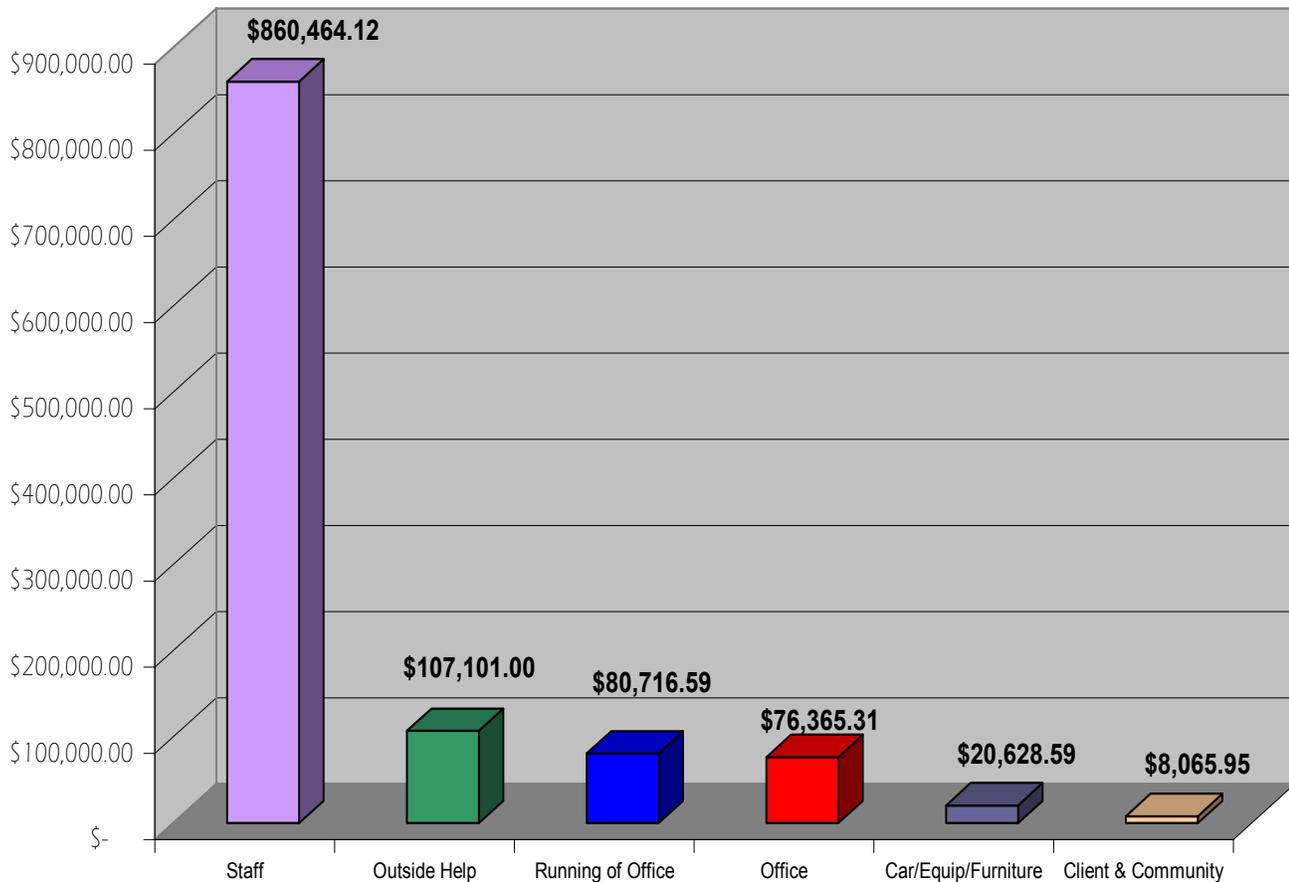
Client Dollars Spent by Service Code



726: Community Inclusion, 727: Community Living Supports,
 740: Supported Employment Services, 735: Respite,
 731: Non-Medical Transportation, 738: Specialized Supports,
 737: Specialized Medical Equipment and Supplies, 730: Homemaker,
 736: Special Diets, 739: Speech, Hearing and Language Services,
 733: Personal Emergency Response Systems, 725: Chore Service,
 729: Family Training, 732: Occupational Therapy Services,
 734: Physical Therapy Services

FAB also has the responsibility to run the organization with operational funds from the State of Oregon. Here is how that money was spent in fiscal year 2003 –2004:

Organizational Expenditures



BARRIERS TO SERVICE/GAPS TO ADDRESS

Although FAB has had many accomplishments we also realize there are many areas in which we still currently have much work to do. These are areas of constant attention, and regular disappointment, for us and our clients. They do however, still merit the work we are commissioned to do.

Maintaining providers for clients that require a high level of care is very difficult. We have experienced a high level of burnout in these situations which makes it difficult for relationships and trust to form.

Transportation: In the Eastern Counties transportation is the biggest barrier to service delivery. Lack of transportation affects every aspect of life as well as types of services that clients are able to access.

Employment opportunities that are for more than 20 hours per week and offer competitive wages are few and far between.

Community Inclusion challenges in remote areas exist due to lack of available options.

Waiting on Criminal History Background Checks to be approved and clients having to wait for the approval before being able to hire to meet their needs. The state advocacy organizations have launched an effort with the State Department of Human Services to correct this problem.

Lack of 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 very long waiting lists.

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

Unfundable Needs: Modified bicycles, classes and special medical equipment are not all funded by Medicaid. As we continue to develop our understanding of the categorical items 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 participating.

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 addresses 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.

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 specialist's 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! Our staff would prefer to spend more time doing people work and less time doing paper work.

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

Group recreational activities in the rural areas is a significant barrier to service delivery. The least populated 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.



**Closing remarks by Margaret Theisen,
Executive Director**

This past year has had both expected and unexpected challenges. We began the year with a large enrollment of 80 individuals who were already receiving vocational services. The massive effort caused significant upheaval

in our organization and for some of the providers of vocational services. Although several months went into planning this enrollment process, the impact at the work load and stress levels was high. Remarkably, community partners and FAB worked through the changes with very few impacts directly to clients. That indeed, represents a great success...that we are able to deal with the difficult frustrations while maintaining quality services.

We went through a similar transition process in the spring with the enrollment of nearly 30 people who previously received services from two sides of the state system. That was a much more manageable task, but the difficulties have been that the individuals served had significant budget reductions.

The FAB staff

We didn't expect to have the amount of FAB staff leave our organization as occurred, though we were consistently fortunate to hire high quality replacement staff. With the resignation of our Central Oregon Assistant Director, we chose to not fill that position. We failed to anticipate all the impact to community partners by doing so. We needed to spend time re-claiming those partnerships and fortunately, we were successful doing so. The benefits that came from this were: to be able to fund additional Personal Agent staff, allow a great sense of growth for the Central Oregon team and to broaden our ability to use everyone's talents to the greatest degree.

Throughout this year the administrative burden increased not just on the PA's but upon the entire organization. As requirements for data changed and increased, the expansion of fiscal intermediary staff was necessary. One of the greatest strengths of our organization is that we are nimble! We are able to change and adjust with the changing environment. Fortunately this year we not only grew our capacity to handle data requirements, but also corrected some of the previous year's problems. At this time our structures are not static, but they are stable.

We endured horrible weeks of systems failures with our computers and server. Fortunately, we had enough success in our back up systems to avoid catastrophe. We realized a whole new level of dependency on information technology when it was not available! We committed more of our resources to proactive systems maintenance for next year and expect it to pay off with fewer disruptions to our work.

Our staff, volunteers and Board of Directors, are very proud of the progress we've made in realizing our vision as an organization. The work our clients have accomplished made a difference throughout the 5-county area we serve. Their community participation, choices, family involvement and advocacy impacted the whole community and not just their lives.

They certainly have set an example for me and they have been my teachers. With just over 400 people receiving services from FAB, each and every day has had a lesson. More than anything I have learned about hard work and happiness.

As the information in this report showed, our clients started new jobs, created their own businesses, volunteered their time to community projects, moved into apartments on their own or with friends for the first time, attended classes and took many other important life steps.

With the success stories came the hard work, trial and error before hand. They pushed through barriers which taught me to never give up. They jumped up and down, celebrating their accomplishments, which taught me to express my appreciation and joy more truthfully.

Anyone in the position to work with our clients would see what a privilege it is. At FAB we have experienced this privilege and are grateful for the opportunity to serve others who teach us so much each day. We look forward to the many surprises of the next year!