



FULL ACCESS BROKERAGE

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

JULY, 2004 –
JUNE, 2005
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 president of the board for FAB I take great pleasure in watching the staff and board meet each challenge of developing services that do indeed meet the individual needs of our clients, their families and the community. At this time we still have nearly 200 more people to bring into our brokerage in the 5 counties we serve. After 3 ½ successful years of growth we look forward to this next year and our final stages of what has been called the roll out.

In April of this year, the Board held a 2 day retreat to look at where we've been and where we're going over the next few years. The following are what we have identified as our priorities over the next year:

- To survey new and prospective clients about their dreams and interests; create an on-going list of unmet needs; and to determine how to attract other providers to respond to these needs.
- We continue to be very concerned about the families of our clients. Not only do we serve our clients, but we also have a high commitment to their families. We realize the huge responsibility of the employer role they have taken on and want to be sure to provide support and education so they are successful today and in the future.
- We are drawing in new contacts to help in our advisory councils and continue to change the roles of the councils to be sure we keep up with service needs.
- We realize we need to have better feedback between FAB and our provider communities so we are refining the service delivery at every level.
- We want to celebrate our successes! The wait list is almost gone! Our FAB Board of Directors wants to have a state-wide End of the Wait List Party and plan to help that happen.
- For our staff, we need to address the crowded space in the Eugene office so people have a comfortable work place. We also continue to develop our training efforts to ensure we have "the best of the best" in regards to our staff.

We're proud of what we have accomplished over the last few years and we look forward to meeting the goals that we have set for ourselves for the year to come! I want to thank each board member as well as each staff person for their commitment and dedication. In particular I extend my sincere appreciation to Margaret Theisen for her continued vision and leadership into our future!

SERVICE ACCOMPLISHMENTS

One theme of this past year has been outreach into the community. There have been numerous highlights for us, as we continue to grow in local partnerships. Several examples follow.

FAB hosted an *End of Life Planning Workshop* in May at the Bend Community Center. The intent of this gathering was to provide parents, advocates and clients with important information and resources related to planning for the end of life.

The presenters were: Tom L. Clark, attorney-at-law, Jeannie Kinley, FAB board member/advocate and Ron Tamminga, Title XIX Specialist from Deschutes County Developmental Disabilities.

Tom Clark talked about legal issues related to special needs trust, guardianship, power of attorney and advanced directives. Tom was able to answer various questions from the workshop participants.

Jeannie Kinley shared information concerning the process she and her husband have taken to make sure their son will be well cared for in the event they are no longer able to do so. She also presented a tool that was developed by FAB staff and Advisory Council to help people plan for the end of life. This tool is very comprehensive, providing direction for clients and families to begin the planning process.

Ron Tamminga talked about resources available through the county in the event that a person no longer has access to the care they need to live independently. He explained that in most cases, clients will transfer into the comprehensive system where they will be placed in a foster care facility. Unfortunately, this could mean a facility anywhere in the State of Oregon. Ron shared several good reasons why people need to plan ahead.

We are planning to hold this workshop again next year, as this is such an important topic.

Several projects were undertaken with the Lane Independent Living Alliance such as voting rights activities. The Help America Vote Act (HAVA), was federal legislation passed in October 2002, to make sweeping reforms to the nation's voting process. The Act addresses improvements to voting systems and voter access that were identified following the 2000 Presidential Election. It includes provisions to ensure that voters with disabilities are provided the opportunity to vote privately and independently and to have equal access to the process. To help the Secretary of State make decisions on just how that is going to happen, the HAVA Disability Subcommittee hosted a vendor fair for those companies developing and/or producing voting systems that are accessible to people with disabilities. This was held in April in the State Capitol Galleria. The vendor fair provided an opportunity for people with disabilities to have hands-on experiences with several technologies that promise to provide voting accessibility for them. FAB was well represented with clients and Board members.

We also began involvement with the Lane Independent Practice Association (LIPA), the Lane County provider for the Oregon Health Plan where most of our clients access their medical supports. One major initiative launched was the “100% Access” effort in conjunction with many community partners, under the auspices of the United Way of Lane County. FAB has been a key representative on behalf of individuals with developmental disabilities. In addition, we are members of the LIPA Durable Medical Equipment committee, which reviews policies and practices of the health care system.



Laura Weil, PA
Cottage Grove Office Open House

In October, FAB opened a satellite office in Cottage Grove! This project grew out of the Lane County Advisory Council through the initiative of South Lane County residents. The new location is in the Old Cottage Grove Hospital now known as the Community Sharing Center. FAB hosted an open house in November with the other services located there.

We also were able to access a new program

called Tenant Based Assistance (TBA), which allows our clients to find affordable housing in some of our rural areas. Affordable housing does continue to be a challenge we work with every day.

**CLIENT’S EMPLOYMENT SUCCESSES:
FAB EMPHASIS SHOWING RESULTS**

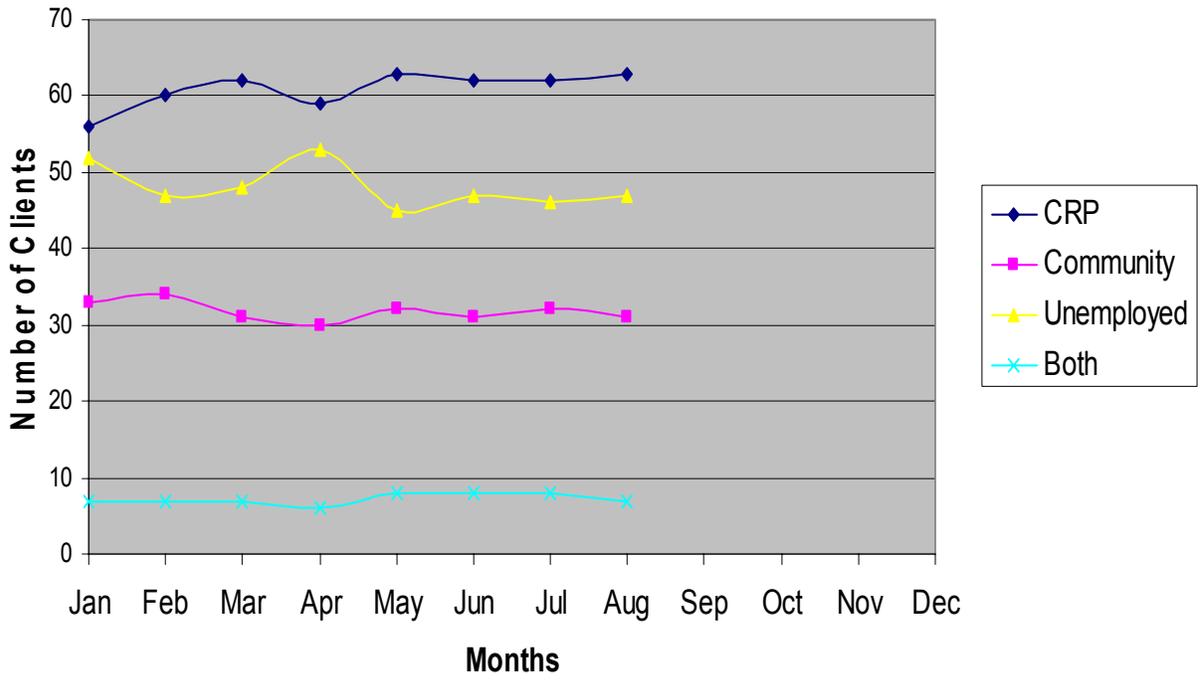
On June 30, 2005, the total number of FAB clients earning wages was 158 in Lane county and 93 in the four eastern counties. With a grand total of 251, this represented just more than 49% of our 511 clients. Most statistics indicate that the unemployment rate of people with developmental disabilities exceeds 70%, so our clients are really beating the odds! The kinds of jobs people have include self-employment, community rehabilitation programs, and community based jobs.

In our eastern counties our Lead PA, Kelly Flynn, has a project to track the trends of employment for clients in that area. We are specifically tracking those transition students who enter employment, as the community has a high priority placed on students having jobs as they leave school. Here is the picture at the end of June, 2005:

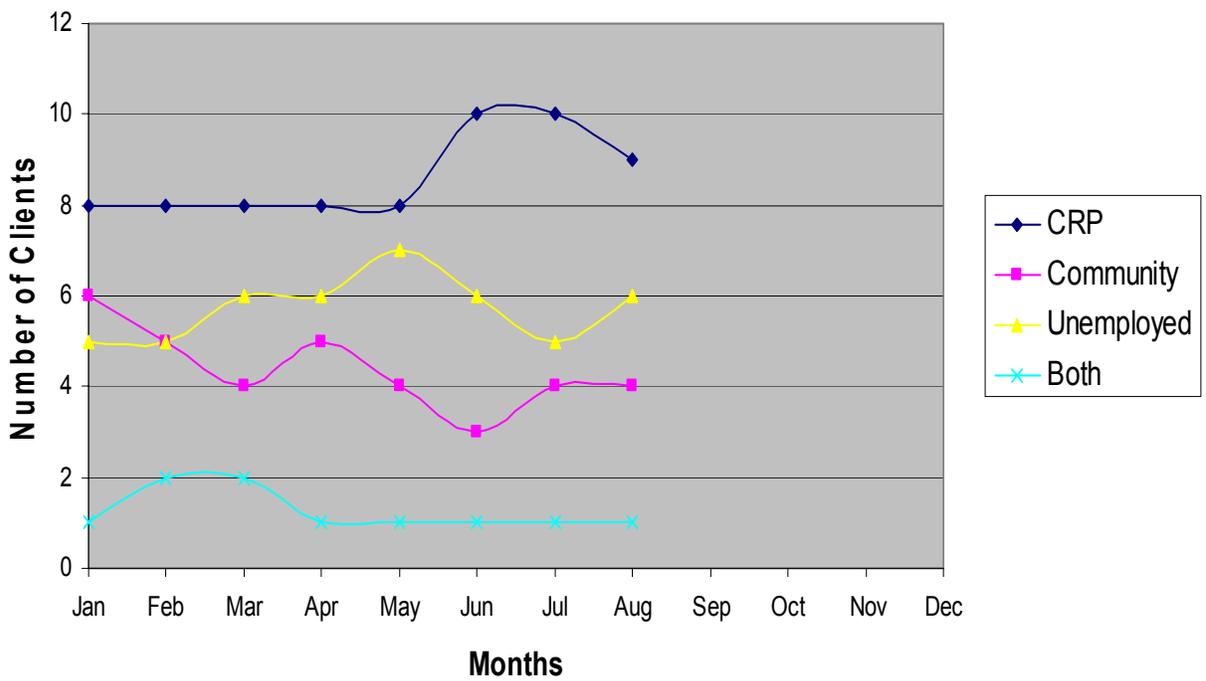
Eastern counties clients in Transition:	Jan	Feb	Mar	Apr	May	Jun
Community Rehab Program	8	8	8	8	8	10
Community	6	5	4	5	4	6
Unemployed	5	5	6	6	7	6
Both	1	2	2	1	1	1
Total	20	20	20	20	20	20

Eastern counties clients as of 06/05:	Jan	Feb	Mar	Apr	May	Jun
Community Rehab Program	56	60	62	59	63	52
Community	33	34	31	30	32	31
Unemployed	52	47	48	53	45	47
Both	7	7	7	6	8	8
Total	148	148	148	148	148	148

Client Employment Trend Analysis



Transition Client Employment Trend Analysis



Three examples of client's employment opportunities are described below:

SM is a woman that had been working at the Opportunity Foundation of Central Oregon (OFCO) for almost 13 years. She used to do a variety of tasks but over the years has become very partial to shredding and very seldom has any interest in doing anything else. This past year she was promoted to Head Shredder. She had a very nice ceremony for her promotion where all of her co-workers at OFCO were present, as well as her mother and niece. SM was very partial to her old shredder and even though it was on its last leg, she would not accept the idea of using a different brand. She is legally blind and she and the shredder became a well oiled machine, having worked consistently together for the previous 3 years. SM and her PA asked the Commission for the Blind for assistance in buying SM her own new shredder that would be the same as her old and trusted model. The Commission agreed to the purchase as long as OFCO agreed to give SM her own work space. She now has her own partitioned office and the title of Head Shredder!



SM,
Receiving Head Shredder Plaque



PC,
Decorating greeting cards

PC, who is from Springfield, has been very busy with his work opportunity! He has been making beautiful greeting cards with the help of his mother. They cut out pictures and designs which are then pasted onto a card stock. PC then adds extra decorative touches such as glitter and other accent pieces. The themes vary and the cards are blank inside making them appropriate for any occasion. PC is one of several FAB members who are earning income creating their own products.

JB has expanded his skills from working in the scanning and shredding business of Central Oregon Resources for Independent Living (CORIL) to a community based job. Printer Resources hired him in shipping and receiving. He is in line for web design activities in his future. The business paid for him to go through a

day long training to expand his design skills. He is also looking at a web design class at the local college and has the dream of doing this on his own in the future! As recently as a year and a half ago, he was not interested in going to school, so this is a big step for him. We know he will do well!

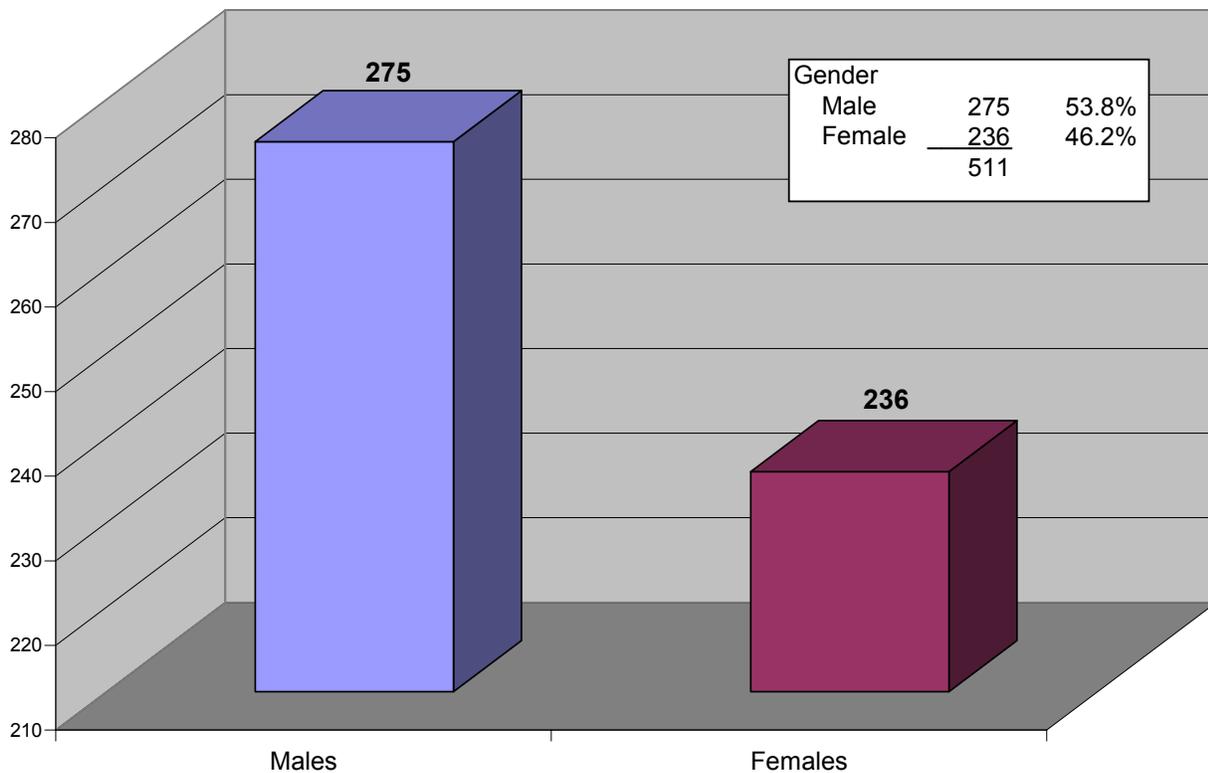


JB

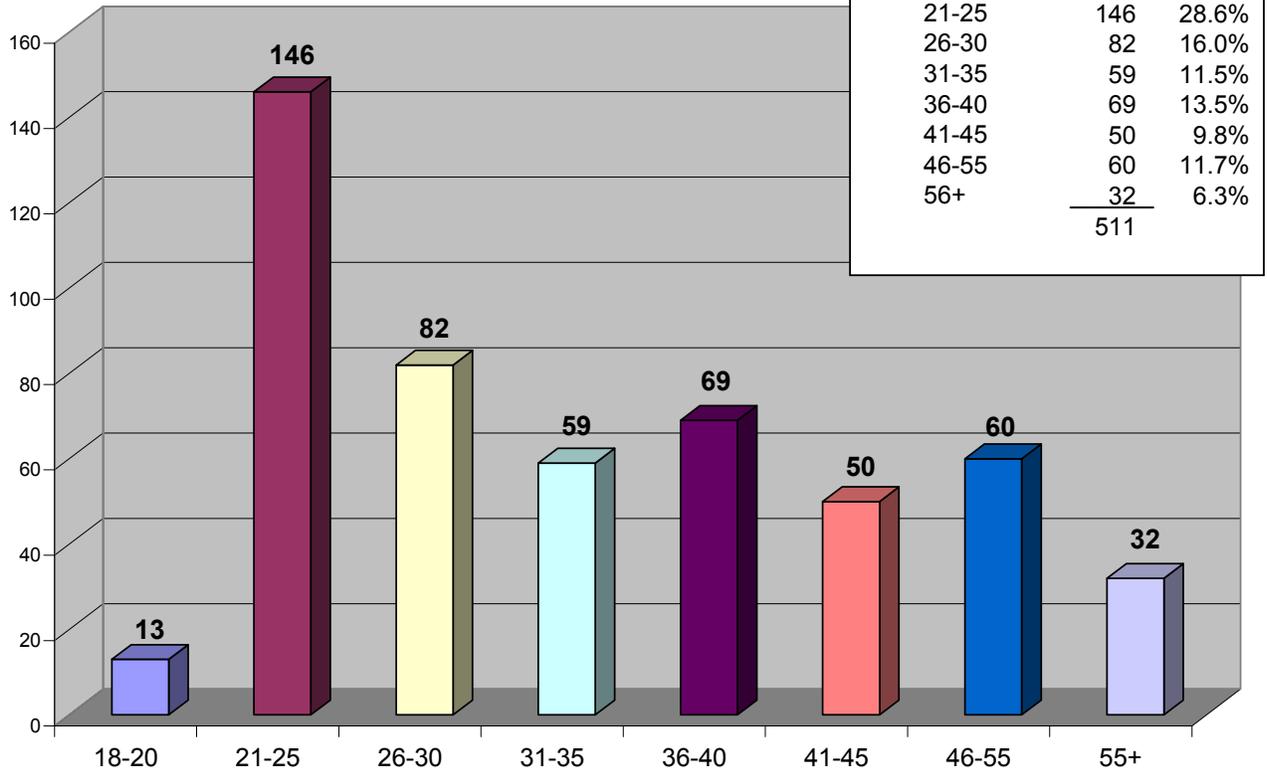
CLIENT DEMOGRAPHICS

Briefly looked at, some of the demographics of FAB’s clients are as follows:

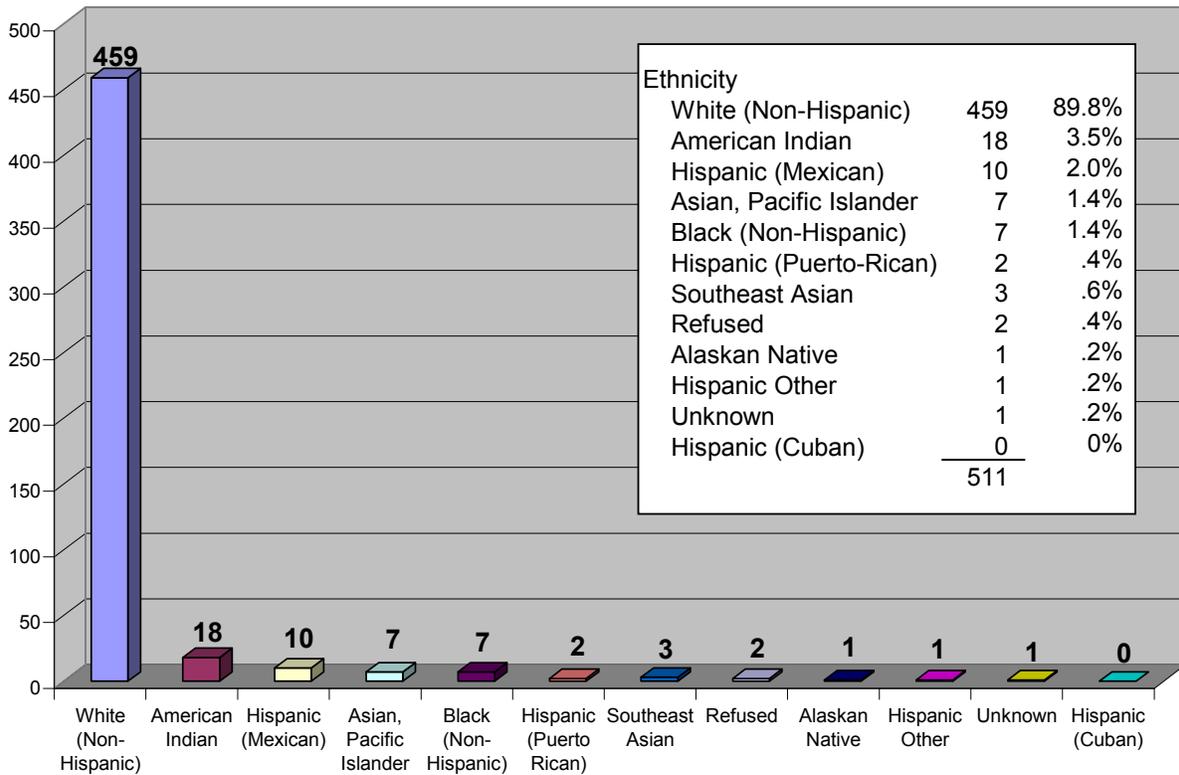
Gender



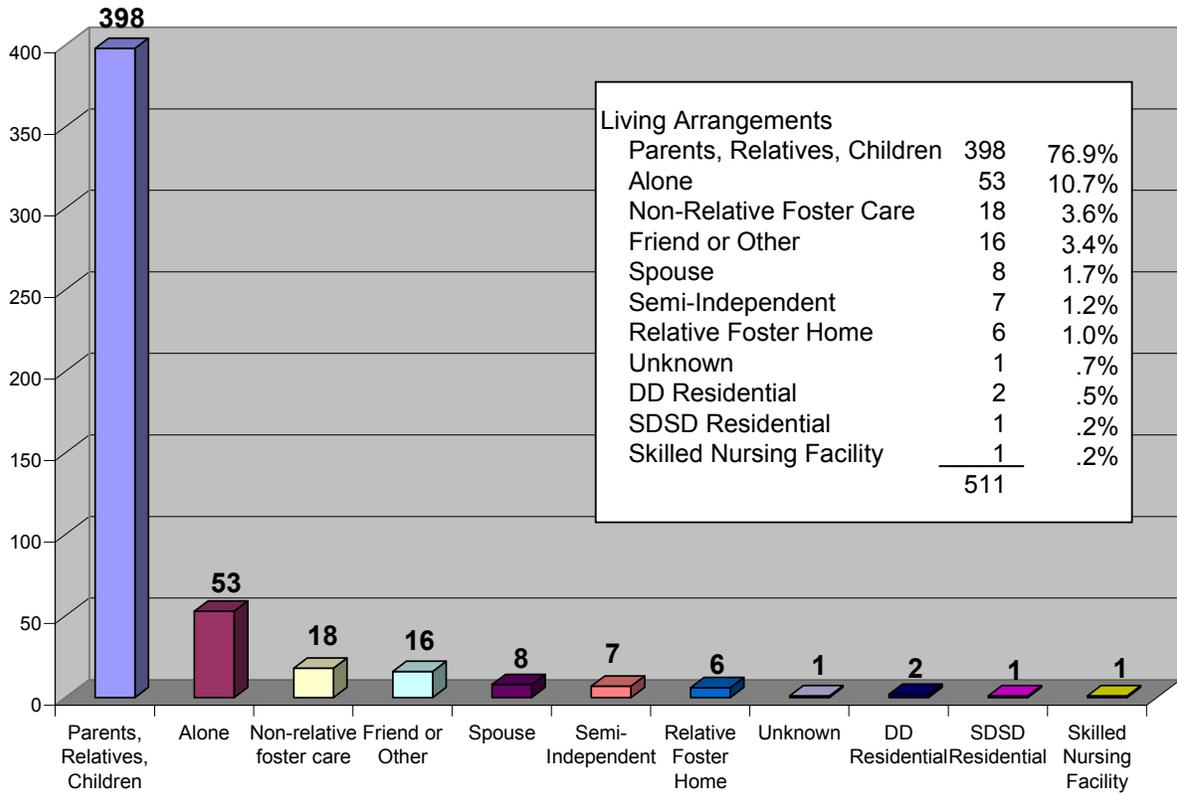
Age



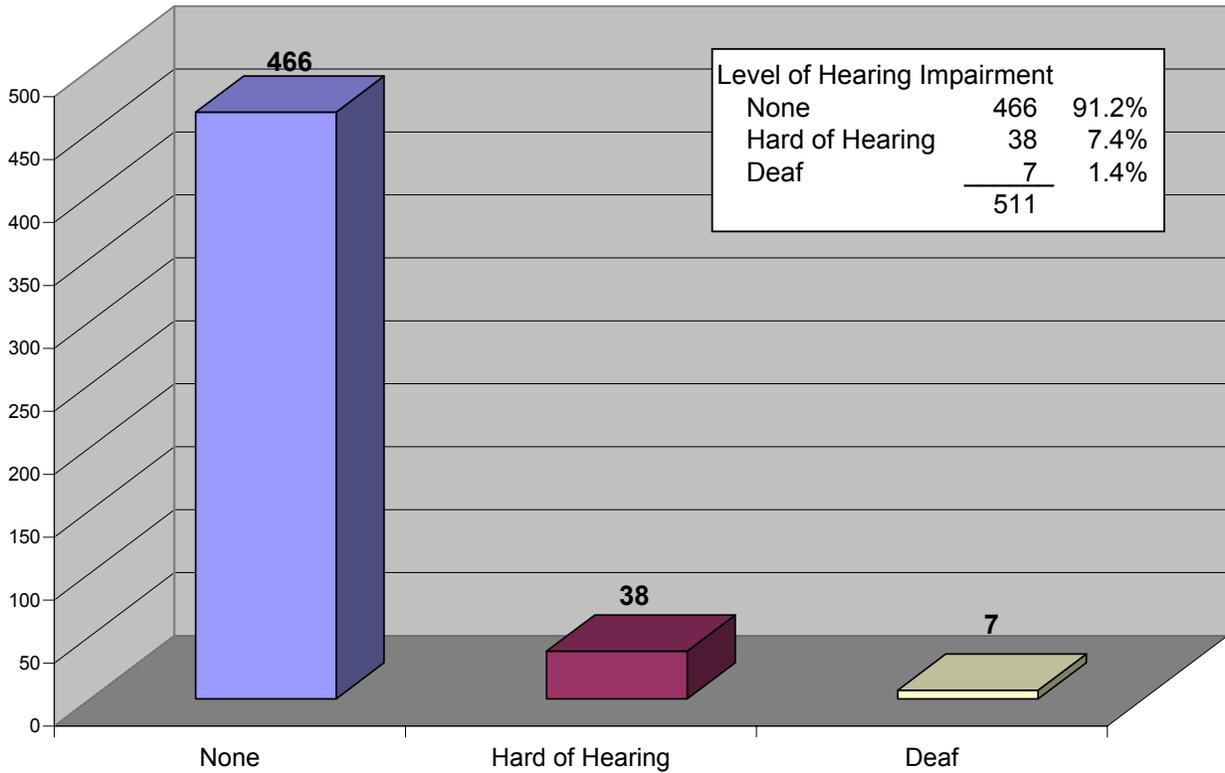
Ethnicity



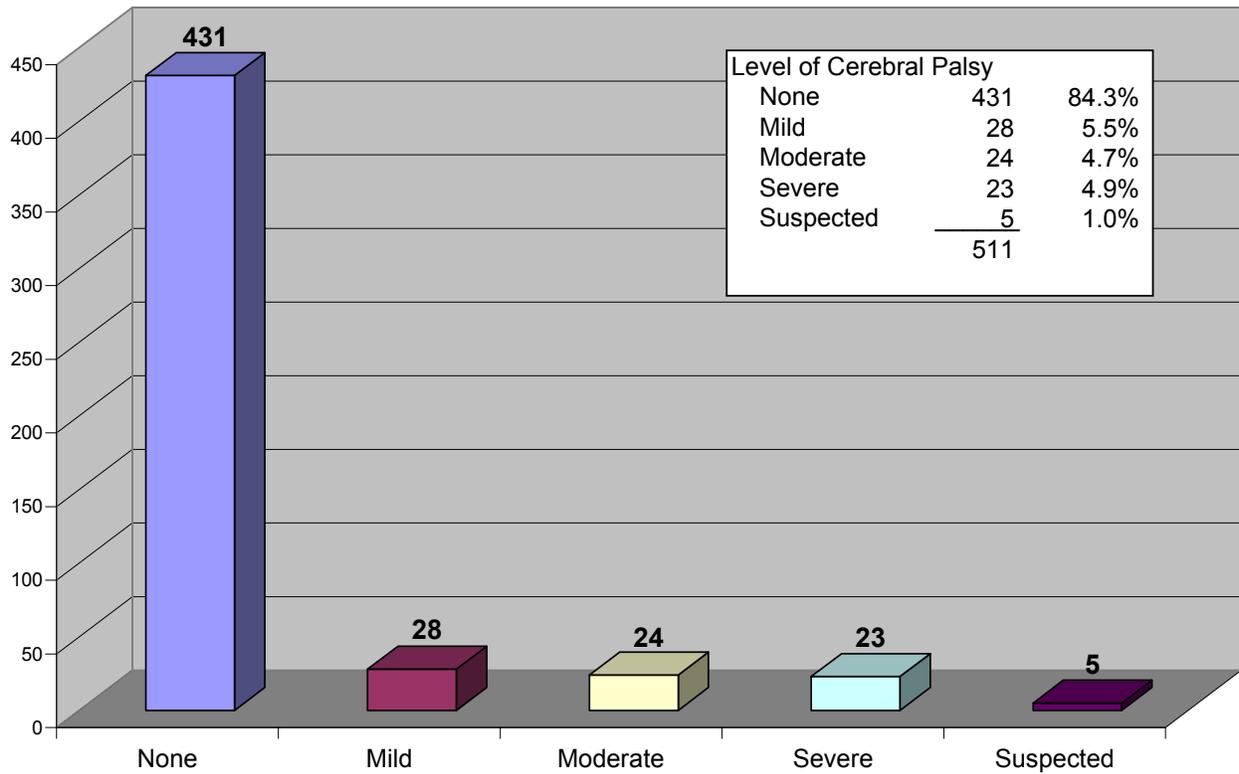
Living Arrangement



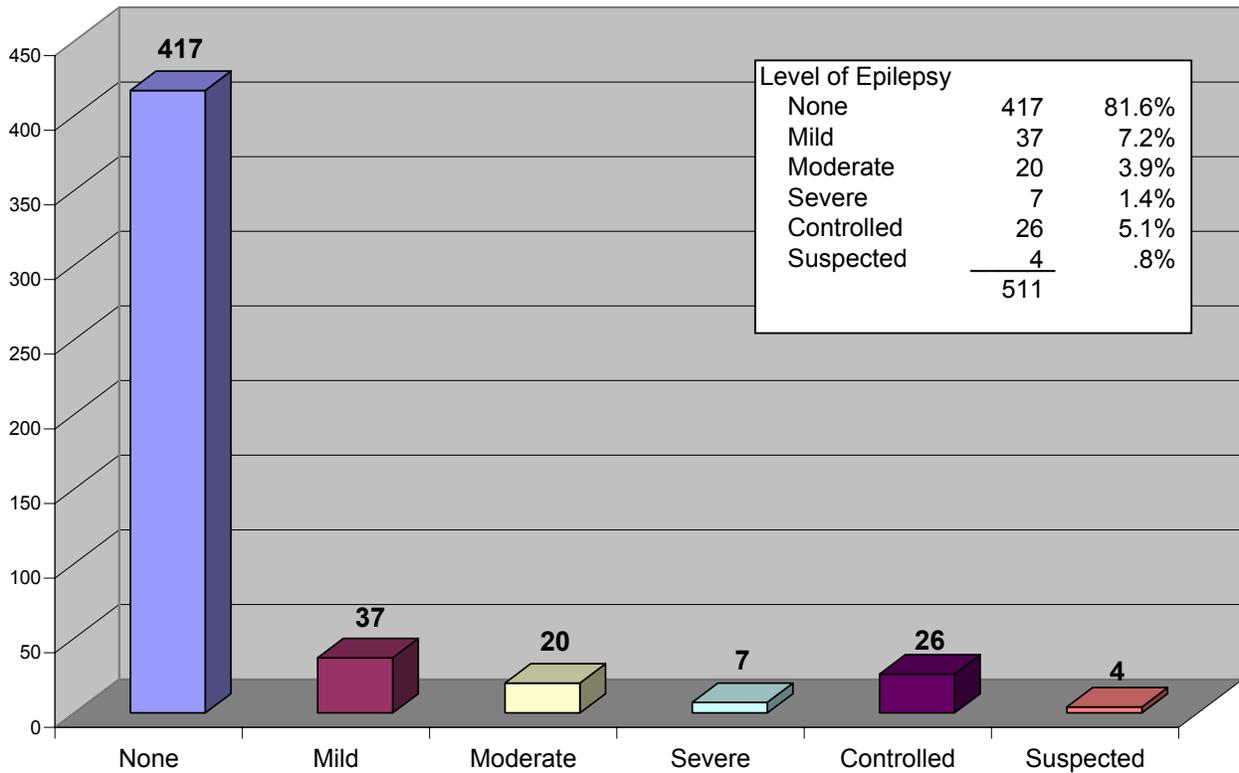
Level of Hearing Impairment



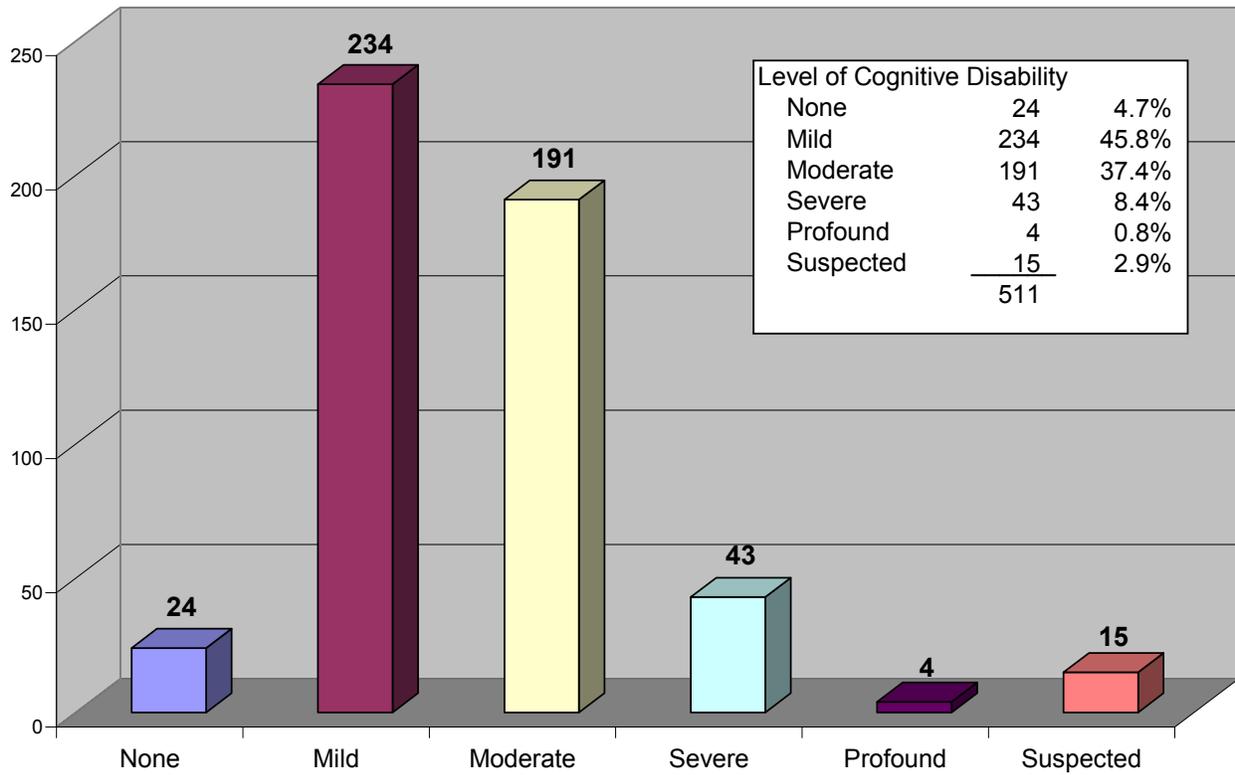
Level of Cerebral Palsy



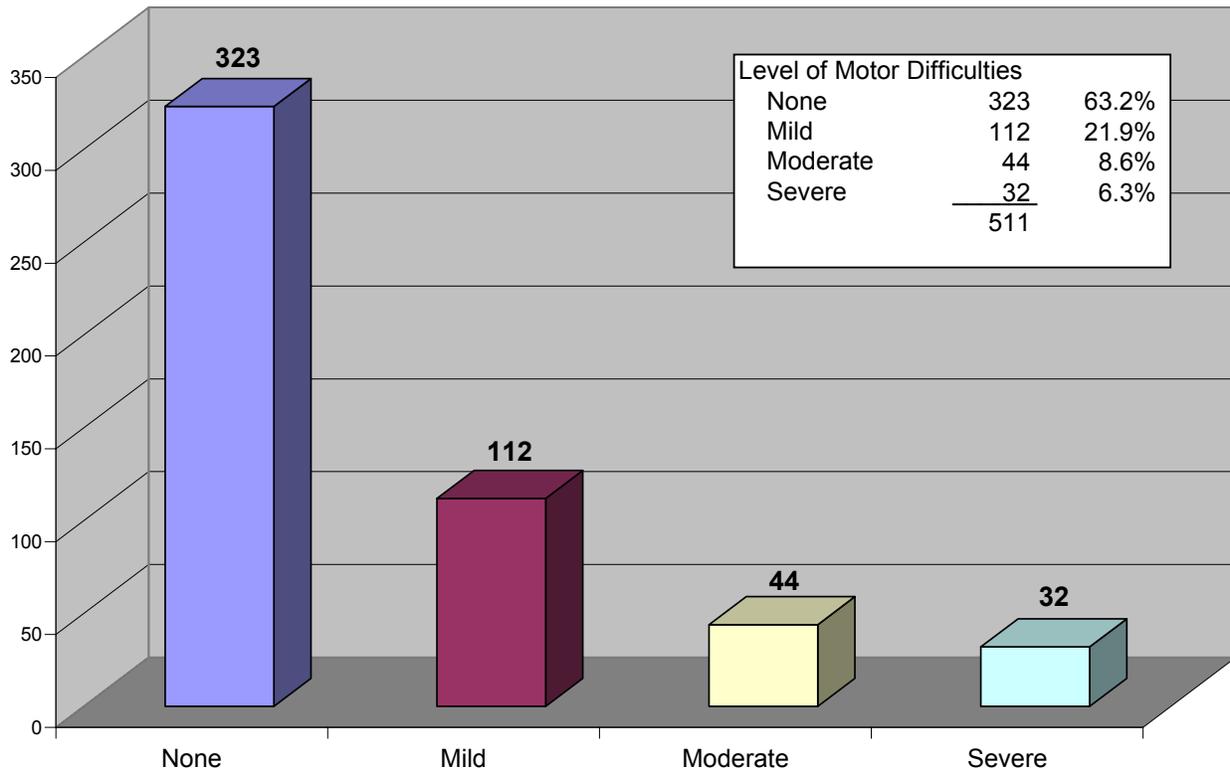
Level of Epilepsy



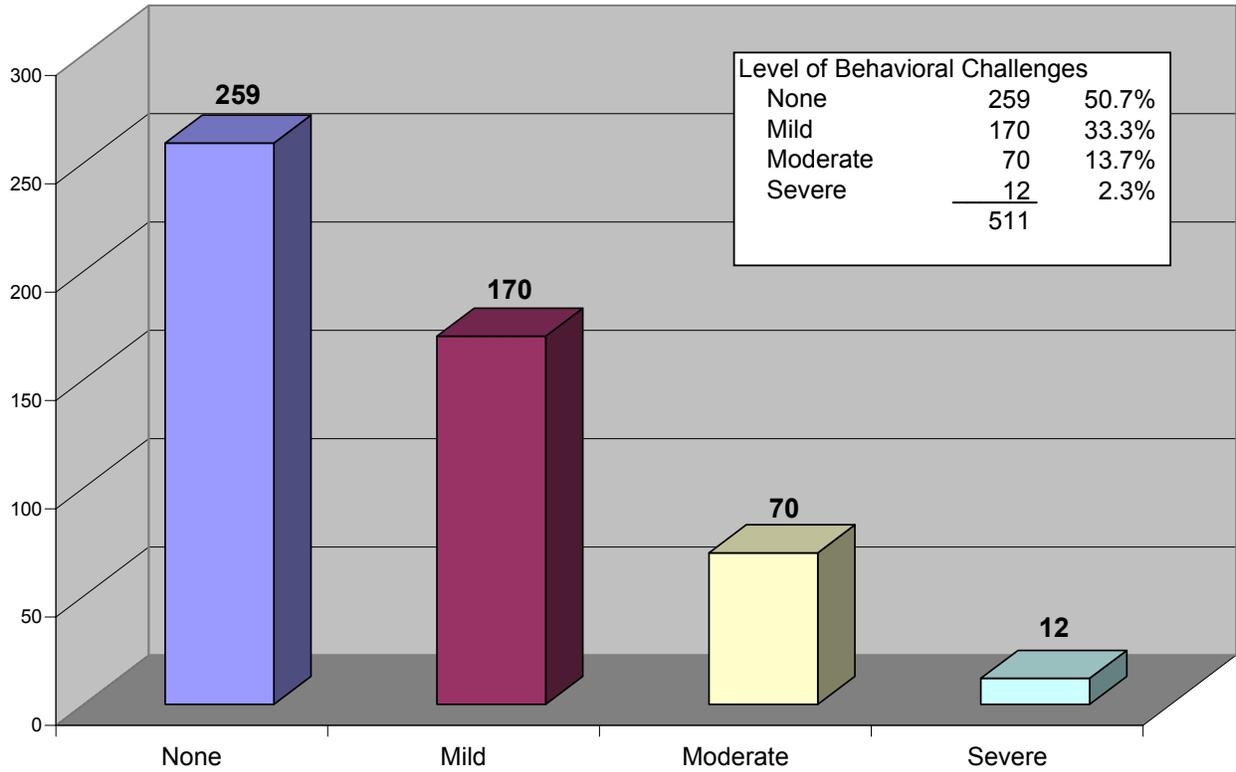
Level of Cognitive Disability



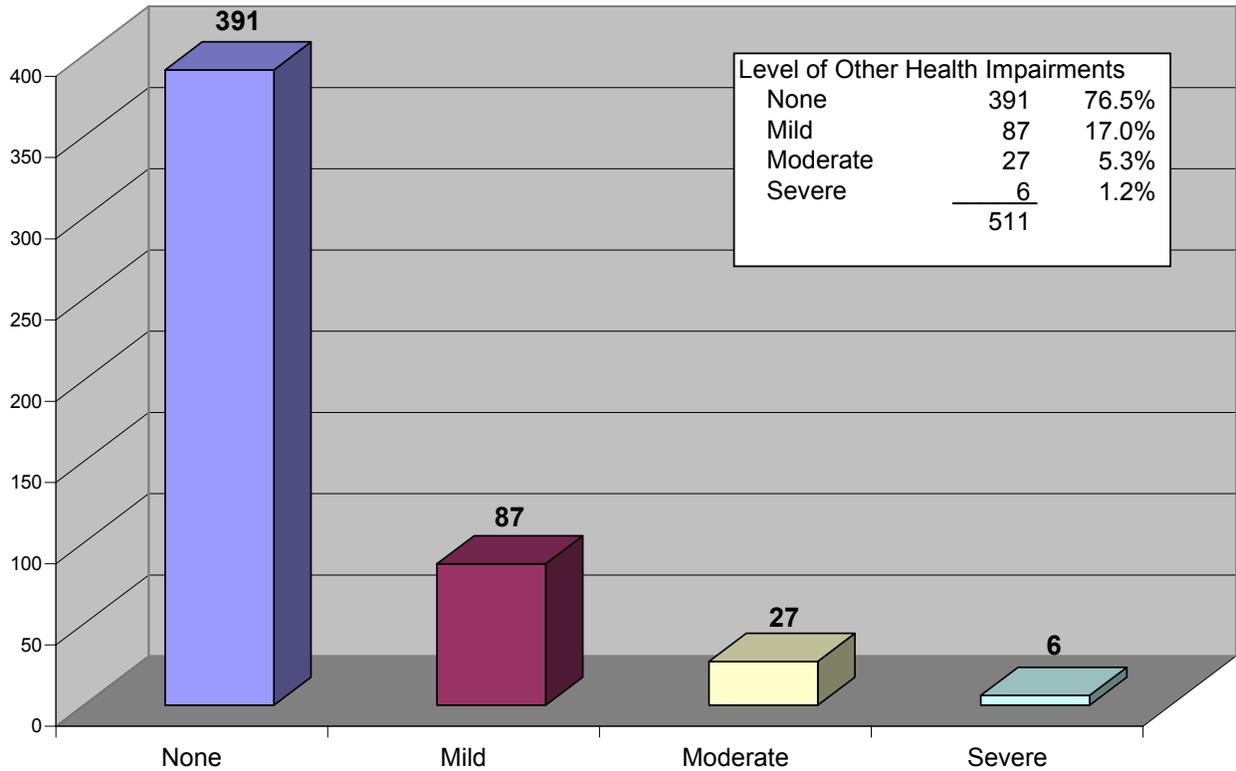
Level of Motor Difficulties



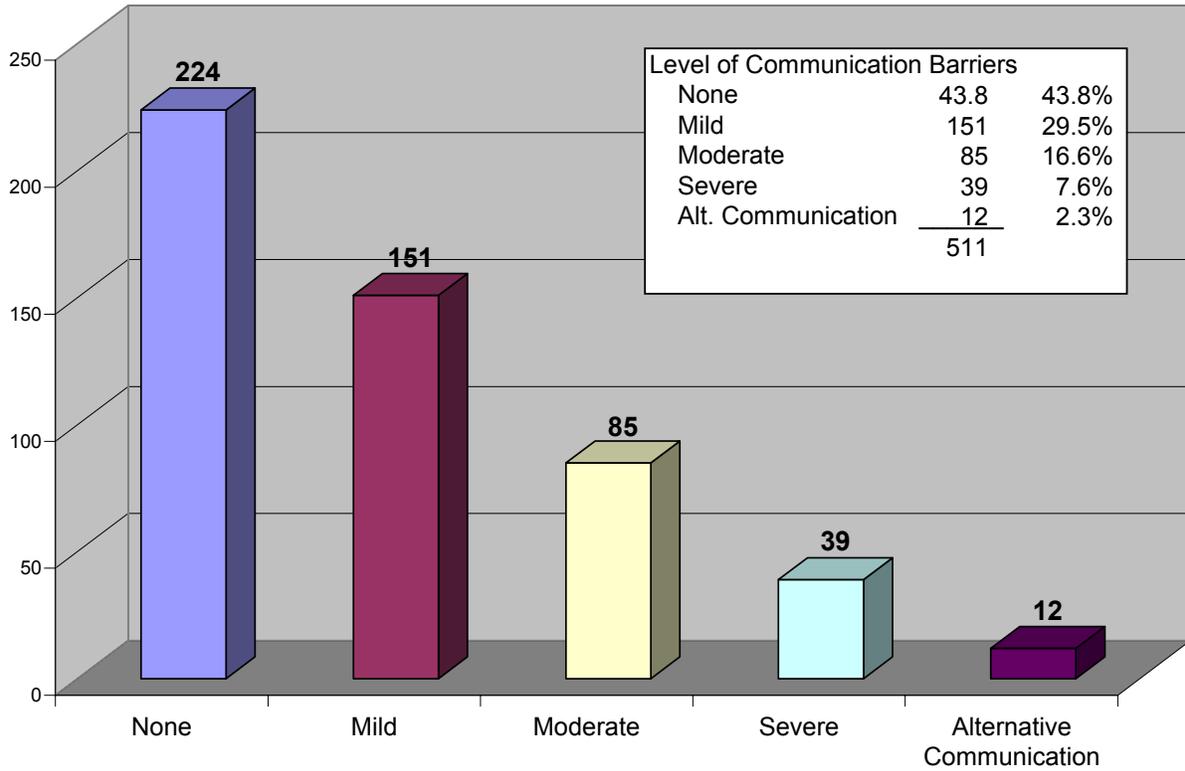
Level of Behavioral Challenges



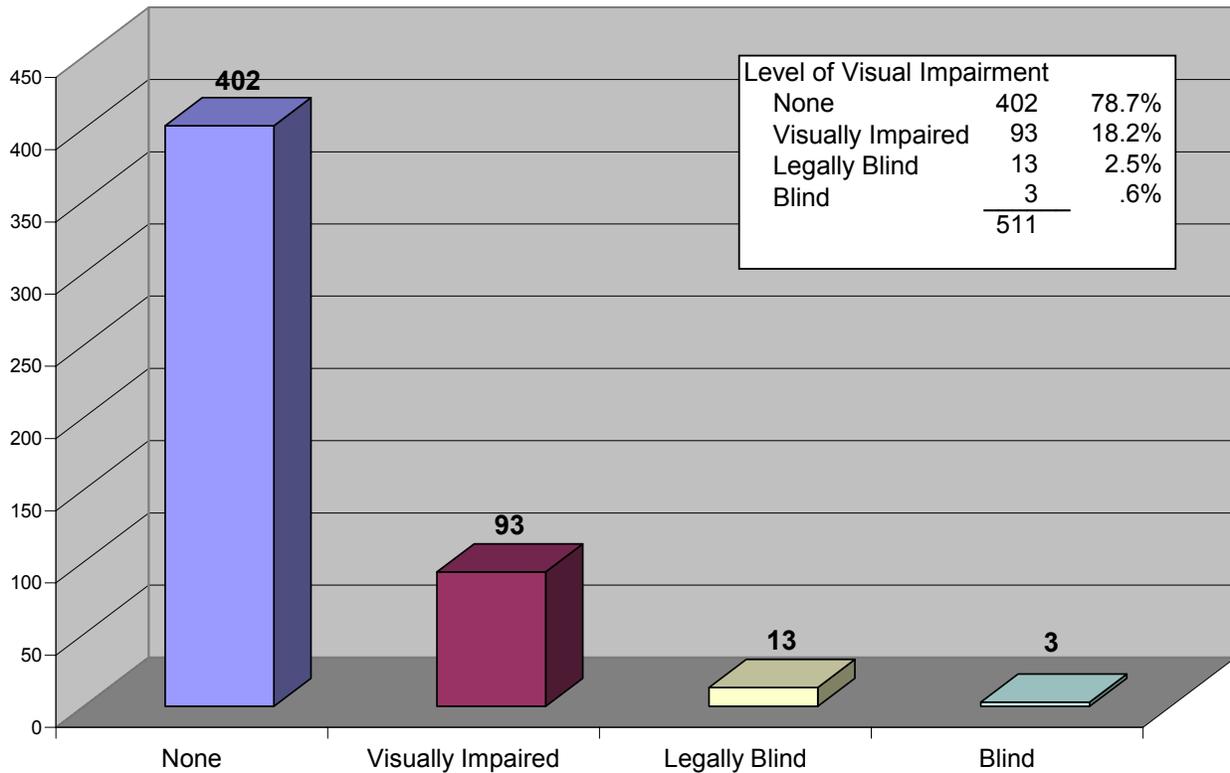
Level of Other Health Impairments



Level of Communication Barriers



Level of Visual Impairment



COMMUNITY PARTNERSHIPS

Understanding outreach is necessary for our mission to be realized, FAB staff are very active in the following efforts:

Aktion Club
Bridging Communities
Cascade East Ride Center
Central Oregon Accessibility Coalition
COBRA Conference
COSTC: Central Oregon Training Consortium
COTP Central Oregon Transitions Plus
Cottage Grove Human Services Group
DD Planning Committee
Direct Supports Conference Planning Committee
DSAC – Disability Services Advisory Committee
EWEB Resource Connections Group
Homespace
Housing Authority
Human Dignity Coalition Conference
IMPACT – Multi Disciplinary Staffing Team
Kindtree
Kiwanis Board
Lane Community College Advisory Adult Basic Ed.
Lane Community College SES Advisory Committee
Lane County Annual DD Awareness Campaign Committee
Lane County Combined Vocational and Residential Provider Groups
Lane County DD Coalition
Lane County QA Meetings
Lane County Vocational Provider Meetings
Lane Independent Practice Association
LCC Human Services Advisory Board
Long Term Care Sub Committee
MCAT – Madras Transportation
Medicare Modernization Act Local Planning Committee
Multi-Disciplinary Team
Norton Housing Advisory Committee
PERKS: Parent Support Group
Police Partnership

Public Transportation Advisory Committee
South Lane DD Coalition
Team Rehab Planning Committee
The Brokerage Transfer Work Group
The Chambers of Commerce
The Comprehensive 300 Work Group
The Oregon State DD Coalition
The Staley Implementation Group
Transition Support Group
Two Community Advisory Councils
VALID – Violence free living

A good example of what can happen with local businesses is the story of BC, as told by his Personal Agent:

When I first met BC, he proudly showed me his array of radios, CD players, hand held recorders and other small electronics that all held their specific place on a set of blankets placed on the floor. BC explained that he spent most of his days working with each of these devices until the batteries ran dry, at which time he would request from his father a new set to replace the old. And with a chuckle, his father would hand over another set knowing that it wouldn't be long before BC would request another set of batteries.

BC was born with cerebral palsy and feels most comfortable close to the ground; therefore his main living quarters were set up per his request - on the floor. But BC and his caregivers had been in search of a mat that could be placed on the floor to provide more comfort to his legs and back. So, as his PA, I set out on a hunt within the Central Oregon area for a mat that would fulfill BC's needs.



BC & his PA, Aura Warburton
on his new mat

It came across my mind that maybe a company that normally makes mats for rock climbers would be interested in making a mat for other purposes. I contacted a local company, Metolius Mountain Products, that has been producing rock climbing equipment for over 20 years. The idea was proposed to the Manager of Production Department, who showed great interest in the project and agreed to create a mat for BC. After a few meetings to design the mat and a few days to have it

made, the mat was finished to the exact size and shape that he needed. Once the mat was delivered to BC it was placed in its new spot on the floor and all his electronic devices were rearranged. BC climbed on to it to try it out and said with a smile, “Is it mine?” The mat stayed and a new partnership was created between BC and a group of employees who believed in making a difference.

COMMUNITY INVOLVEMENT, SOCIAL ACTIVITY & SELF ADVOCACY

Being involved in one’s community is a central theme of self-directed supports. Hosting events is one way to open these doors, and we have made it a priority to create celebrations and public gatherings!

FAB held its second Annual “Riding for a Better Way of Life” bike ride and fund raiser, to enable adults with developmental disabilities to purchase items or services not covered by support service funds. Events for the day included a 25 mile bike ride, a 5 mile family ride sponsored by Paul’s Bicycle Way of Life, vendor displays, a mountain bike performance demo, face painting, balloons, and a raffle and prizes. This was an excellent opportunity to continue relationship building with local businesses while raising funds for a worthy cause! A total of \$3748 was raised! The number of riders increased by 25% over the previous year, so the participation was once again fantastic! We also had a very generous response from local businesses and organizations who gave money, their time and raffle prizes. Several bikes were donated by Revolution Cycles who topped the donor list by far! Unfortunately, though the events have been quite successful, the staff decided to discontinue this as our time no longer allows the coordination of such a project.

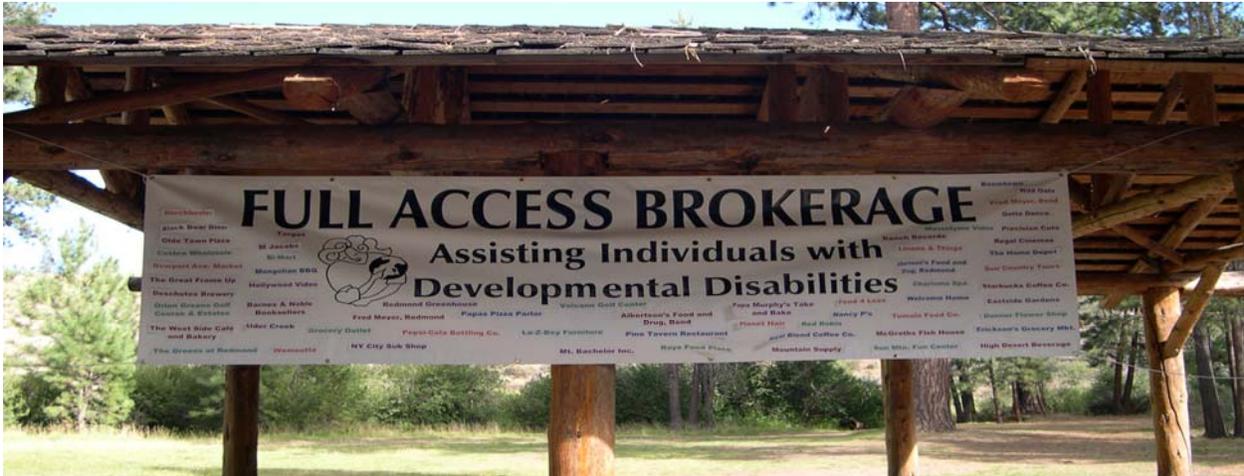


“Riding for a Better Way of Life” bikers at the finish line!



RS, MD & LS,
enjoying the BBQ

We also held the Second Annual Full Access Brokerage “Believing in Abilities” raffle and BBQ for FAB clients, families and providers. This great event was designed to increase awareness within our community and to assist people with developmental disabilities overcome daily challenges and improve their quality of life. All proceeds went to the Better Way of Life Fund. Once again, local businesses underwrote the event through their donations of food and raffle prizes. We raised \$1500 during this event, which is planned for this coming year as well.



“Believing in Abilities” Banner, acknowledging our many business contributors.

FAB shared an informational booth with Lane Independent Living Alliance (LILA) at the Lane County Fair as an opportunity for people to practice community advocacy skills. We also assisted ten individuals in their training for legislative advocacy at the State Capital! We worked with Self-Advocates As Leaders (SAAL), a group of people with disabilities who are committed to making life better for people all over Oregon. SAAL is a coalition of self-advocates interested in developing leadership skills and becoming equal partners in policy and legislation that affects their lives. Look at the SAAL website at <http://www.asksaal.org>, and see what’s there! They announced their new White Paper publication during the *Oregon Conference on Direct Supports* in



DD Awareness Day
State Capital - 4/18/05

June. This is a great document that is must read for everyone involved in brokerages! Look for it on the SAAL or FAB website!

THE LEGISLATIVE SESSION

Here are a few highlights from the most recent legislative session, which was the second longest in State history!

Products of Disabled Individuals Law

With many attacks on this important legislation, the Oregon Rehabilitation Association went into high gear early in the session to defeat two bills that would have weakened or killed the State-Use Law. This was a major success!

Employee Compensation

There was also a hard fought battle to gain \$5 million for DD Employee Compensation. Although the actual amount was 20% of the final goal, this is truly a success.

Staley Savings Bill

This passed in the final days of the session and will insure that money unspent in the Staley implementation process will be available to serve new individuals waiting for Staley services.

The Respectful Language Bill



The Respectful Language Bill (HB 3047) was signed into law on July 1, 2005! It requires the use of "people first" language in the drafting of laws and rules for the State of Oregon. Self-advocates from throughout the State made this legislation a reality! Pictured here is Rep. Billy Dalto, a staunch supporter of people with developmental disabilities, Judy Cunio, State Council on Developmental

Disabilities, Gov. Ted Kulongoski and Cindy Helvington, Executive Director of Self Advocates as Leaders.

Where's Molly Bill

This bill, named for the sister of an Oregon man who was placed in Fairview

when he was a small child, opens records allowing people to search for relatives that may have been institutionalized. Molly has since been rediscovered by her brother, who has created a short film about their experiences and is raising funds for a major production. See <http://www.wheresmolly.net/trailer.htm>

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 26 years. She has a 28 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, 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 29 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 Treasurer 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 16 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 recently moved into a community based job with Printer Resources.



**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 a member People First and of the FAB Advisory Council. He is going to school and has a job with Dairy Mart. His hobbies are biking, playing basketball, swimming, 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 22 year old daughter, who lives at home, works full time at Home Depot and attends COCC. Her son, a 30 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 The 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).



QUALITY MANAGEMENT

There are several layers of efforts we undergo to be sure we have quality services for our clients. They include: internal services, file review and feedback systems; County quality assurance activities; State reviews; on-going quality improvement projects; and State customer surveys. All of these are overseen by the Board of Directors.

Our County community partners conducted client file reviews on specific documents during the past year. Documents reviewed were quarterly reports and individual service plans. With few corrections to make in this area, the process was simple and quick.

The State of Oregon, Department of Human Services, Seniors and People with Disabilities has an extensive Quality Management Plan Development and Implementation document that was published in March, 2004. In part it describes the various reviews undertaken with the brokerages. These take place twice per year. Here is one section of that plan, which defined many of the activities in the field reviews conducted at each brokerage.

QA Component Reviewed	Review Frequency
1.1 Evaluation and analysis of Serious Event Review Team (SERT) data and reports.	Semi-Annual
1.2 Evaluation and analysis of 100% of unusual incident reports.	Semi-Annual
1.3 5% sample of individual plans -- review and analysis of Adult Protective Service (APS) activities.	Semi-Annual
2.1 Statewide analysis of records of grievances, contested cases and the respective outcomes.	Annual
3.1 5% sample of individual plans -- review assessment of risk and corresponding individual safety goals/objectives.	Semi-Annual
3.2 Analysis of Certification and Field Review Team findings related to emergency contingency plans.	Annual
4.1 5% sample of individual plans -- review for timeliness of plan development and implementation.	Semi-Annual
4.2 Review rule variance requests relating to proposed delay in required plan development timelines.	Annual

Given feedback from these reviews, several internal adjustments were made to our internal quality management systems, including a revision to our case file review process and document. Our PA meetings added components to expand our areas of review. We now address the "identifying risks and safety plans" and increased choices and preferences. We redirected protocol to have service agreements include safety plans to ensure providers are aware, as needed. We discuss the needs for evaluations, health care needs, previous and proposed plans and how these are met.

We conduct internal training in the above areas, primarily through an all PA case file review meeting. Currently, the structure for the eastern four counties is during weekly meetings of random clients. In Lane County there are monthly meetings based upon the clients Plan Year Anniversary Date. This ensures 100% of files are reviewed for compliance and training on an annual basis. This allows an improvement in our consistency of service when all PA's are getting the feedback.

The fiscal intermediary role FAB plays continued to evolve and required additional training and re-training for staff and the provider community. Extensive activities specifically related to the billing & invoice process included:

- Launching a process improvement project with all 3 categories of providers, surveying a sample to develop a plan of improvement.
- PA training handbook updates to include additional information on negotiating service agreements and paper management of them.
- Internal review and training of the key client file forms. Also included are weekly sharing systems developed in order to share time management tools.
- Starting a recruitment and retention initiative to decrease turnover in the Personal Agents group.
- Initiating a two month plan to improve the consistency of provider documentation for services and reimbursement.

Providing fiscal intermediary services is one in which FAB, clients, families and our provider community has many challenges to address on an on-going basis.

Utilizing a model from business and industry, FAB uses a Define - Measure - Analyze - Improve - Control cycle of continuous process improvement. Steve Newton, PhD, from the University of Oregon continues to play a crucial role in making sure that our methods and model are scientific and accurate.

Quality Improvement Projects for this past year included continuing the control phase of one project and the defining phase for another project. In the previous fiscal year of 2003 – 2004 we worked on our communication with clients. At the close of that project, clients expressed satisfaction with PA-initiated contacts and the other things of concern during the field-test period.

During the 2004 – 05 fiscal year, FAB conducted a survey with a sampling of three the provider groups with whom we work: domestic employees, independent contractors and provider organizations. Our review of responses to the FAB Provider Questionnaire led us to believe that we should focus on improving communication between FAB personnel and members of the targeted provider groups.

Through evaluation of the survey information, we agreed that the target provider groups for our next quality improvement effort would be:

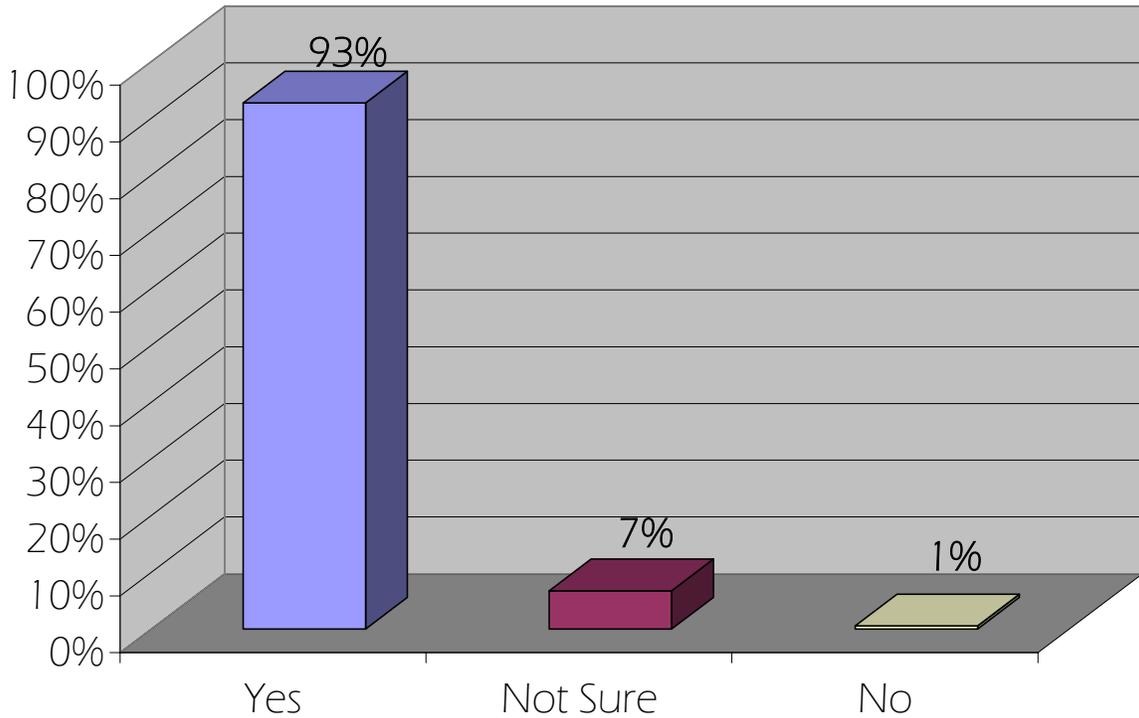
- Client Employees (a.k.a. Domestic Employees) who are not family members of FAB clients, and
- Independent Contractors who are not family members of FAB clients

Given this information, our next task is to develop another set of questions that we can address to previously unsampled members of our target provider groups. Their responses will give us a baseline measure of the status of our communication with members of the target provider group. Assuming their responses are similar to those we previously received, we will then launch a quality improvement project designed to improve communication beyond that which the baseline responses reveal.

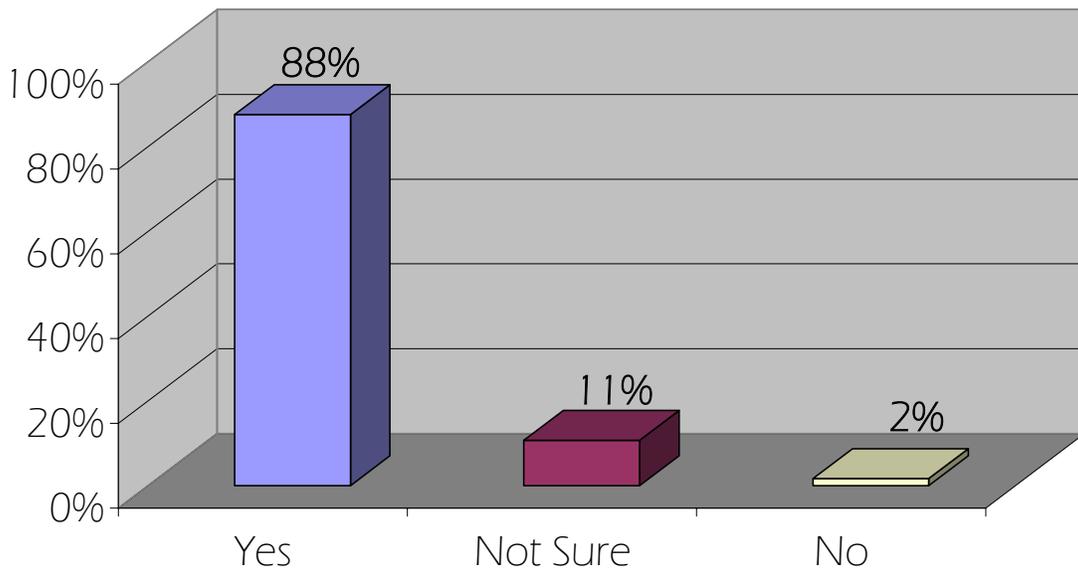
CUSTOMER SURVEY

In addition to the Quality Management Plan, the individual satisfaction survey is used state wide to document our client's experiences. These were completed this past year in all five counties which resulted in the following feedback to FAB. Approximately 40% of our clients responded to these surveys:

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).



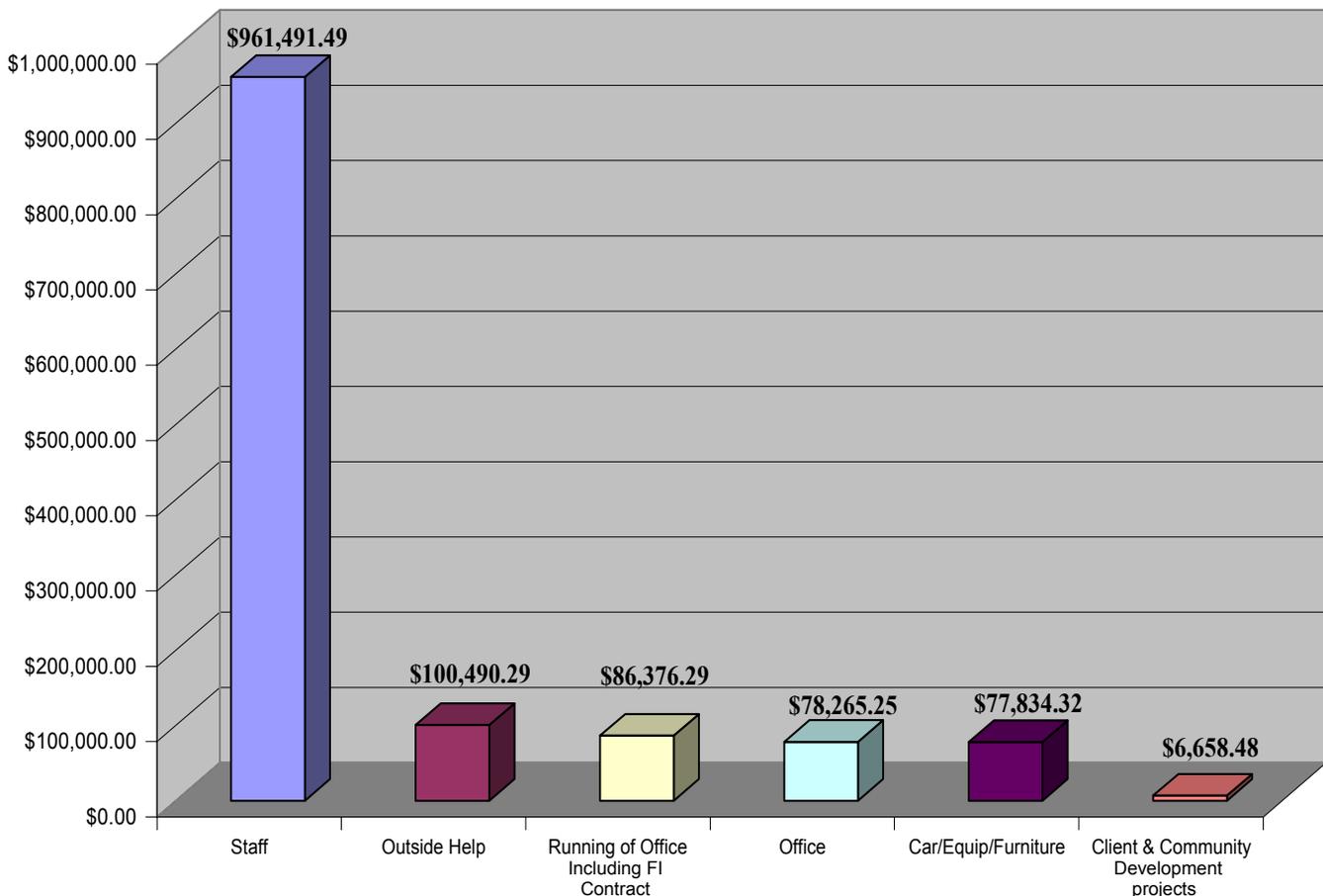
FAB STAFF

This year we saw a decrease in the number of Personal Agents leaving FAB. We also expanded our PA positions with one person in Lane County and a part-time person in Lake County. When we assumed the Personal Care 20 responsibilities we also needed to add an administrative clerical position. Keeping well trained staff is a priority of our organization so we invest as much of our resources as possible. This past year we provided individual budgets for staff, in-service training and an all staff training/retreat to ensure development. We have also started a recruitment and retention consultation with the Oregon Rehabilitation Association to help us in getting and keeping excellent staff.

THE FINANCIAL SNAPSHOT

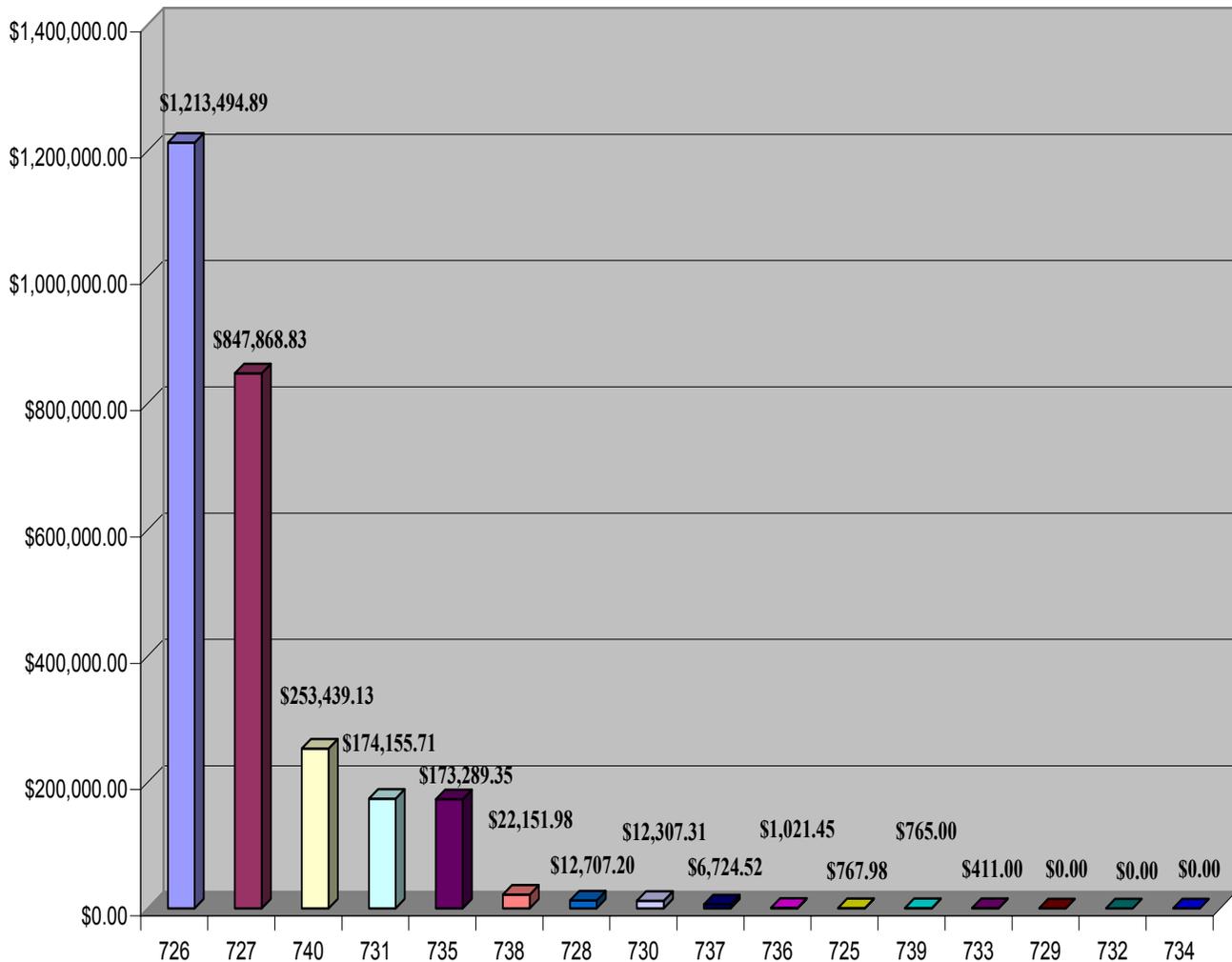
FAB continues to be responsible for two major funding accounts. The first is to run the organization with operational funds from the State of Oregon. Here is how that money was spent in the fiscal year 2004 - 2005.

Organizational Expenditures



FAB also has the responsibility of keeping track of 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, 2005.

Client Dollars Spent by Service Code



726: Community Inclusion (which includes facility-based employment),
 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 has excellent success in managing dollars as is apparent by the fact that our independent audit did not require a management letter. This year we saw a shift in the trend for expenditures related to running our organization. This was due to increased insurance and transportation costs, adding staff, and costs associated with our number of clients going up. This involves more expenses for such things as the fiscal intermediary services and supplies. The trend is troubling since the State has not been providing even minimal increases in funding for the developmental disability community over the past 5 years. Since the US Government's CPI Index for the past four years has gone up 12.4%, and it is predicted to increase about 4% over the coming biennium (7/05-6/07), FAB will be in the same difficult position the provider community is in now. We will be faced with the decision to cut services, increase caseloads, or re-focus our efforts to raise funds in an already competitive fund raising environment.

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.

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 is 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. 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 Stewart Aquatic Center, even though it's 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 individual's signature and get the support service specialist's signature, etc.). 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.

Lack of 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 FAB entered our third year of operation. Yahoo! We are still a “youngster” compared to many social service agencies, and since we are a new type of system, changes have continued to be significant, exciting and difficult.

New State policies have refined the brokerage system further. They have been a source of great frustration in the change process as work loads increase with each new effort.

Fortunately these changes have rarely impacted clients in a negative fashion, and have increased either their service opportunities or the ease of doing business with FAB!

Policy changes include:

- Base Plus program changes, providing additional support services for people considered in the “Mid-Base Plus” range. There are now 10 different funding levels for brokerage clients.
- Change in the rates for supported employment and job development
- Absenteeism options for clients at provider organizations
- Transfer of Criminal History records checking and determination to the brokerages
- Transfer of Personal Care 20 payment system to brokerages

Another policy change will occur in the coming year that will affect the way our clients buy prescription drugs and that is the federal law called the Medicare

Modernization Act (MMA). Clients will now be responsible for co-payments on prescriptions and have to enroll in another provider program to get these paid for. This transition will be complicated and for the most part, is a disadvantage for brokerage clients. Fortunately, the State is very active in the training and information efforts to ensure this works out as well as can be!

Woven into the policy changes, administrative struggles and the stress of our work, is a very clear picture of a caring, loving community. It is this experience more than anything that provides the motivation, courage and day to day energy for us to realize our mission and our vision.

On any given day at the FAB offices you will see people with developmental disabilities working here, delivering mail, watering plants, taking and delivering lunch orders, attending person centered plan meetings, participating as Board of Directors and Advisory Council Members, conducting or receiving training, preparing for advocacy days and many other things! This is exactly what our vision states: “a world where partnerships thrive and support is a natural extension of community membership.”

You will hear hip-hop, country, pop and rock music, or national public radio broadcasts as staff work through their day. You will see people catching each other to grab lunch, go for a quick walk, going home to let the dogs out, bringing the kids in for a time between appointments, surprise parties with ice cream, someone bringing in doughnuts for meetings, heavy conversations, laughter and a cow bell ringing!

We encourage people to love being here or to find somewhere else to work! We are looking for a day to day experience where self-direction is for staff, Board and Advisory Council members as well as clients. This creates an atmosphere where people can reach their full potential and experience a friendly, supportive environment in which to work.

One of our most wonderful experiences this past year told us about the community we are, and that was the birth of Jaden, and our experience of him and his family. Although they are in transition to move out of state, their gift to our founding years has been considerable.

One of our first hired Personal Agents was Melissa. She had been very eager to work in the brokerage as she had been learning about this new system through her

work in the schools. She brought her partner Ryan and daughter Jennica into the FAB family as providers. And much to our delight, in July last year, Jaden was born to Ryan and Melissa! We had agreed in advance that when Melissa was returning from her maternity leave, Jaden would be joining her! We set up space in an office that was most comfortable for them, and we were all eager extended family members watching Jaden go from little goo goo stages to walking around the office on his own.



Jaden taught us all important lessons. His calm cooing presence often slowed us down and reminded us of how simple life can be. His joyful laugh and squeal rippled through all of us, bringing joy each day. His step by step walk reminded us how challenging new experiences in life can be, and that change can take a lot of time and attention.

“In the FAB vision dreams are pursued through active community participation, choices and advocacy”, and in an extended family of people who are genuinely caring and committed to our work and to each other. From this we can take courage every day to work through barriers to ensure all people can live their dreams in every community we serve. That’s our mission, that’s our vision and that’s the future we are creating each day.



Jaden’s 1st Birthday Party

