

January 31, 2019

Joint Committee on Ways and Means

Attn: Senator Lee Beyer and Representative Rob Nosse - Committee Co-Chairs

As a member of "Shine the Light Provider Association", I would like to thank you for considering this letter as written testimony for the February 4, 2019 meeting.

I am also a Legal Guardian for one person and the Authorized Representative for another person, both with special needs. I have been blessed to serve as an advocate for them, but it has been very frustrating when dealing with the CDDP and ODDS.

I can tell you from firsthand experience, the two I advocate for have had their rights trampled on by the very people that we have assigned to protect them; ODDS, CDDP, and protective services. Some of the issues the two special needs people have encountered are: Their CDDP refusing to include what is important to them, ODDS has refused to issue a notice of planned action and has refused to let them have their administrative hearing rights for four years, ODDS refusing to sit down at the table to even talk to them to come up with a solution, ODDS refusing to issue an exemption as is available in the OARs, and their CDDP filing an instantiated neglect claim against their service provider because the two special needs people wanted to spend time with me for ten minutes. The provider and myself tried everything available; speaking with ODDS and the CDDP directly, requested meetings with the ODDS, and even consulted with attorney, but to no avail. We then contacted and requested the help from Toni Larson and her staff from the Residential Facility Ombudsman. Toni Larson and her staff are fighting an uphill battle, but they continued to coordinated meetings with all the parties involved including the ODDS director and ODDS Policy Manager, to open up a dialog and to try and come up with solutions. Toni and her team reached out to Disability Rights Oregon, as you are probably aware won't communicate with providers or guardians. All these meetings and outreach would not have happened had it not been for Toni and her staff. Toni and her team do an incredible job, always make themselves available at a moment's notice, always courteous and always trying to find a solution no matter how difficult the problem.

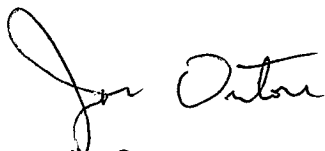
With all that these two individuals have gone through I have come up with the following ideas that I feel are desperately needed:

1. Toni and her staff need their own staff attorney, to help them compel other state agencies to find solutions to problems and to make the needed changes.
2. Toni and her staff need more authority when they are up against other state agencies, when the violations are by a CDDP, ODDS or Protective Services.
3. Protective Services need to be under the control of Toni and her staff. Currently in our county there is a conflict of interest with our local CDDP and Protective services. Protective Services are being used as a weapon against providers and residents.
4. Toni Larson needs more staff to achieve their mission.

In today's world, almost every family is touched one way or another with a special needs child as a parent, brother, sister, grandparent.....the list goes on.

Toni Larson and her staff at Residential Facilities Ombudsman do a remarkable job with the budget and authority that has been given to them, but without giving them the tools with authority, the liability for the State will not change, law suits will continue as in the case of these two people.

Thank you,

A handwritten signature in black ink, appearing to read "Jon Orton". The signature is fluid and cursive, with a large initial "J" and "O".

Jon Orton  
Guardian/Authorized Representative  
503-269-8634

January 31, 2019

Joint Committee on Ways and Means

Attn: Senator Lee Beyer and Representative Rob Nosse - Committee Co-Chairs

I would like to thank you for considering this letter as written testimony for the February 4, 2019 meeting.

I receive Adult Foster Home services from Oregon Developmental Disabilities. I have been having problems with my services being taken away from me, I haven't been given my administrative hearing rights when I have requested for four years, I have a case manager that doesn't care about what is important to me, and I have had my life style for the past 8 yrs removed from me without my consent. I didn't have anywhere else to go, so I asked for help from Toni Larson and Carol Files with the Residential Facilities Ombudsman office. They are continuing to help solve the issues I am experiencing. If it wasn't for Toni and Carol, I don't know what I would do. I want to thank them both for all that they do for me.

Thank you,

A handwritten signature in black ink, appearing to be 'Kip Orton'. The signature is written in a cursive style with a large 'K' and 'O'. A small arrow points to the signature from the left.

Kip Orton  
AFH-DD Resident

January 31, 2019

Joint Committee on Ways and Means

Attn: Senator Lee Beyer and Representative Rob Nosse - Committee Co-Chairs

I would like to thank you for considering this letter as written testimony for the February 4, 2019 meeting.

I receive Adult Foster Home services from Oregon Developmental Disabilities. I have been having problems with my services being taken away from me, I haven't been given my administrative hearing rights when I have requested for four years, I have a case manager that doesn't care about what is important to me, and I have had my life style for the past 6 yrs removed from me without my consent. I didn't have anywhere else to go, so I asked for help from Toni Larson and Carol Files with the Residential Facilities Ombudsman office. They are continuing to help solve the issues I am experiencing. If it wasn't for Toni and Carol, I don't know what I would do. I want to thank them both for all that they do for me.

Thank you,

A handwritten signature consisting of a stylized 'A' followed by a large, rounded 'C'.

Andrew Casey  
AFH-DD Resident

January 31, 2019

Joint Committee on Ways and Means

Attn: Senator Lee Beyer and Representative Rob Nosse - Committee Co-Chairs

I would like to thank you for considering this letter as written testimony for the February 4, 2019 meeting.

I am an Adult Foster Home Provider for Developmental Disability Services in Coos County. I have been blessed to serve the two individuals that live in my home starting my ninth year. Trying to be a provider and an advocate for the people we service is very challenging to say the least.

As a provider I am required to follow standard and procedures from my county CDDP and from ODDS which at times violate my responsibilities to my special needs residents. I feel trapped in a no win situation. The residents that live in my home have experienced blatant violations of their rights from the county CDDP and ODDS. I have tried to be the best advocate for the two residents, by trying to solve their problems directly with the CDDP and ODDS, but nothing worked. After the residents requested the help from Toni Larson and her staff @ the Residential Facility Ombudsman office, a direct dialog with ODDS Director has emerged and with their help, we are working toward resolutions to these issues.

If the Governor and the Legislative branches truly want transparency and oversight as they have promised the people of this state, I believe that more resources are needed for Toni Larson and her staff to truly make a difference in their vital mission of oversight for resident's rights. From the experiences that I have experienced with the two residents that live in my home, the guardian and I have come up with the following ideas;

1. The RFO needs to have their own staff attorney.
2. More authority with other state agencies, when violations are discovered to be a state agency.
3. Protective Services needs to be under the control of the RFO. This would eliminate the conflict of interest with the local CDDP. They would no longer be able to utilize Protective Services as a weapon against Residents, Providers, and Guardians.
4. More staff to achieve their mission. If they are spending all this time with our home, other homes are not being serviced to the degree they deserve.

In conclusion I would like to state; with all my communication and interaction with Toni Larson and her entire staff @ the Residential Facility Ombudsman office, Toni and her staff have always been very supportive, professional, and have shown the highest level of integrity in all their actions with me, the provider, the guardian and authorized representative of the two residents, and the residents themselves.

Please feel free to contact me for further information on this matter.



Shirley Carter  
AFH-DD Provider  
503-269-9562