

FROM THE DESK  
- OF THE -  
**LEAD PERSONAL  
AGENT**

**Rob Peace**

Lead Personal Agent

As you may have heard, our beloved Assistant Director, Erin Graff, left her position at INW to start a new adventure in New Orleans and we wish her luck in this new chapter of her life.

Like Ms. Graff, INW decided it was time to start a new chapter of our own by restructuring things a bit, adding two new Lead Personal Agent positions. Both new LPAs are long time employees of INW.

Jessica Kral has been with INW since January of 2008. She is a native Oregonian and has a master's in social work from Portland State University.

Rob Peace has been with INW since February of 2008. While not a native, he's lived in the tri-county area for 32 years and graduated from PSU with a bachelor's degree in psychology. In addition to their administrative duties, both Jessica and Rob will continue to carry a caseload of 15 customers. They are excited about their new positions and the chance to serve INW's customers in a new and different way.

## INW celebrates five years

by **Larry Deal**

Executive Director

On October 1, 2007, Independence Northwest enrolled its first customer. Over the next eighteen months, our agency grew rapidly, going from zero to 450 customers - faster than any support services brokerage in Oregon's history.

We have much to be proud of five years later. We have connected our customer base with countless providers and community resources,

helping them achieve their wants and needs. We have worked closely with school districts, provider organizations, county and state personnel, local non-profits, fellow brokerages, and community members to expand the options and opportunities for the people we serve.

We celebrate this milestone in the midst of change. INW co-founder and Assistant Director Erin Graff moved to New Orleans at the beginning of August. She arrived just

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## CUSTOMER SPOTLIGHT | Rob Wiesenthal

by **Erin Graff**

former Assistant Director

Rob Wiesenthal moved to Oregon from Illinois in 2009. Since then, he's been very busy establishing himself as an Oregonian. With support from his local Vocational Rehabilitation office, his job developer from Full Life, and his Personal Agent, Jessica Kral, Rob landed a job at the new Wilsonville Fred Meyer upon its opening in June 2011. He has since worked there as a Sales Associate in the Home Department. As a Sales Associate, Rob's



job duties include taking care of "go-backs" (putting misplaced or returned items back on the shelves) and direct customer service. Rob takes his customer service role very seriously and is proud to be part of Fred Meyer's

"world-class customer service". During his employment with Fred Meyer, Rob has earned many certifications for his excellent customer service skills. When asked why he wanted a job, Rob replied,

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INW is hosting a Halloween Craft Night!  
**Oct. 18th and 25th**  
from 4:30-6 p.m. at the INW Offices

541 NE 20th Ave., Suite 103  
INW hosts craft nights on the  
3rd Thursday of every month

We suggest a \$3 donation to go toward  
supplies, which will be provided by INW.

**No one will be turned away!**

If you have ADL needs,  
please bring your provider with you.  
Kids are welcome with appropriate supervision.  
Contact J at 503.546.2950 to RSVP.  
Limited space available.

## CHANGES

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in time for her first hurricane, but luckily weathered the storm safely.

About the same time, due to continuing changes in focus on provider qualification and management at the state and local level, we made the very difficult decision of retiring our community resources position, saying goodbye to the very talented Maggie Kral. Both of these individuals were key, not only to the implementation and development of INW, but to support services throughout Oregon. Erin played a pivotal role in operational processes statewide, and Maggie heavily influenced provider qualification and support standards throughout the metro area. They're both such an integral part of our history as

## INW introduces new Lead Personal Agents position, adds three new PAs to staff

an organization and are very much missed by our staff, customers and providers.

When Erin announced she was leaving INW, we decided to replace her position with two Lead Personal Agent positions. This summer, long time PAs Jessica Kral and Rob Peace were promoted to Lead PAs. Concurrently, we welcomed on board three new PAs: Suzie Lanniee, Dana Gardner and Lindsey Phillips. INW has quickly turned into a mix of familiar and new faces.

From here, the natural question is "What's next?" Short question, big answer. There's an enormous amount of movement and energy in our system right now - from changes due to House Bill 3618's implementation to current efforts

to create enhanced brokerage services, from budget concerns to an increasing statewide focus on employment services and outcomes. It's impossible to predict what the next five years holds for the brokerage system. What we can do is promise you that our agency will continue on its track to provide exceptional case management and resource referral to you and your loved ones.

In the next several weeks, customers and family members will receive a customer satisfaction survey from our office. Let us know how we're doing and where you think our focus should be in the coming months and years.

Thank you for your support, your insight and your participation this past half decade. It's our honor to serve you.

# Paid with brokerage funds? You're a Mandatory Abuse Reporter

Are you currently paid to provide supports to an adult receiving brokerage services? If so, you are a Mandatory Abuse Reporter and have certain legal responsibilities. If you have reasonable cause to believe an adult with developmental disabilities has been abused, or that any person with whom you come in contact in your job has abused an adult, you must immediately report the abuse.

Abuse includes but is not limited to: abandonment, financial exploitation, involuntary seclusion, neglect, physical abuse, restraint (not approved in a behavior support plan or by doctor's order,) sexual abuse or verbal abuse.

If you believe any of these things or another concerning/suspicious event has taken place, you are legally required to:

## 1. Report the situation

to the Community Developmental Disabilities Program in Washington, Clackamas or Multnomah counties. This is required by law.

2. In addition, you must immediately file a report with local law enforcement if you believe a crime has been committed. This is required by law.

3. Write an incident report and submit it to the individual's Personal Agent at Independence Northwest. This is required per your service agreement with the INW customer(s) you serve.

Please note: Mandatory Abuse Reporters are not limited to reporting only potential abuse and crimes against people with developmental disabilities. Reporters must also call in any issues involving, children, seniors (people 65 and older,) people with mental health issues and people with physical disabilities. You do not

need direct evidence and it is not your responsibility or role to investigate the claim, but you have a legal obligation to pick up the phone and make a report as soon as possible.

Additionally, you have a responsibility to report in writing/via phone to Independence Northwest when you have seen, heard or been told about the death of a brokerage customer; when there has been police, ambulance or fire department response; with regard to criminal referrals, medical hospitalizations, emergency room visits, psychiatric hospitalizations or any other incidents that are unusual for the individual/are of concern. You must do so within 24 hours of hearing of/witnessing the event.

For more details, links to rules and statutes and educational materials, please visit our blog at [independencenw.wordpress.org](http://independencenw.wordpress.org).

### Washington

Business Hours: 503.846.3150

After Hours: 503.291.9111

### Clackamas

All Hours report directly  
to Bryan Pollard at 503.557.2874

### Multnomah

Business Hours: 503.988.3658  
(Ask for Adult DD Protective Services Screener)

## REPORTING BY COUNTY

### 24 Hour Crisis Line

503.988.4888

### Department of Human Services

If you are unsure who  
to report abuse to, please call the state  
at 1-800-232-3020



## First INW Craft Night a success

by **Jess Leftault**  
Office Manager

In August, INW was excited to host their first craft night for customers and providers.

Several participants showed up to make dreamcatchers with providers and family in tow. Everyone was able to take home a dreamcatcher for themselves

or a friend.

INW will host Craft Night on the third Thursday of every month. In October, we'll be making paper mache mask!

Stop by at 4:30 p.m. on October 18th to join the fun! We'll have a second Craft Night on October 25th to decorate the masks once they have dried.

## Attention personal support workers:

Just a quick reminder that pursuant to House Bill 3618 and the collective bargaining agreement between SEIU (Service Employees International Union) and the State of Oregon, union dues or fair share contributions will be withheld for all Personal Support Worker hours worked after September 30th, 2012. This pertains to all Domestic Employees and most Indepen-

dent Contractors.

If you have questions about these deductions, **please call SEIU directly at 1-800-452-2146**, email them at [salem@seiu503.org](mailto:salem@seiu503.org) or write them at SEIU Headquarters P.O. Box 12159 Salem, OR 97309-0159. Please note that all inquiries to our office regarding union dues and fair share contributions will be redirected back to SEIU.

## FUN STUFF - to do - AROUND TOWN

### What:

Portland Zombie Walk

**When:** October 27,  
2012

**Where:** Joe London Bar  
401 SW Alder Street

**Time:** 7-8 p.m.

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### What:

Zompire: The Undead  
Film Festival

**When:** October 13-14

### Where:

Clinton Street Theater  
2522 SE Clinton Street

**Time:** Showtimes vary

### Other info:

<http://clintonsttheater.com/>

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### What:

Portlandia Maize

**When:** Through Oct. 31

**Where:** Pumpkin Patch  
16511 NW Gillihan Rd  
Portland, OR

**Time:** Open daily from  
10 a.m. - 6 p.m.

# Holiday closure calendar for Independence Northwest offices

## 2012 OFFICE CLOSURES

### Veteran's Day

Monday, November 12th

### Thanksgiving

Thursday, November 22nd  
and Friday, November 23rd

### Christmas

Tuesday, December 25th

## 2013 OFFICE CLOSURES

### New Year's Day

Tuesday, January 1st

### Martin Luther King Jr. Day

Monday, January 21st

### President's Day

Monday, February 18th

## SPOTLIGHT

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"Having a job is meaningful, fulfilling and productive. Plus, the extra income is nice."

In addition to his regular job duties, Rob also participates on the Safety Committee at Fred Meyer. As part of the Safety Committee, Rob attends safety meetings and stocks safety equipment such as cones and spill kits. He is also responsible for filling out safety cards every month, which document when other employees are utilizing good safety

practices and recognizing areas of improvement in safety practices. Rob also volunteers his time at Marquis Care, a local retirement home in Wilsonville, where he visits with residents and helps out with art projects and other activities. Rob has also earned a certificate at Marquis Care for "making a difference in the lives of others."

While not working or volunteering, Rob participates as an active member of Tualatin Presbyterian Church, where he is a member of their "Tuesday Treasures" group. He also enjoys

caring for his gerbil, Alfred, and accessing new social opportunities with his Independent Contractor, Mike. While Rob keeps pretty busy, he hopes to soon join some "meet up" groups to make some new friends and have access to more community activities. Another future goal of Rob's is to one day work in the non-profit sector where he can put his Bachelor of Political Science degree to use. For the time being, Rob is happy to be earning extra income and learning valuable job skills that will help advance his future career.