



MESSAGE FROM OUR CHIEF EXECUTIVE OFFICER

December 2019 by Debbie Bertrando

2019 was a year of steady growth and team building. Our team did a great job working together to continue to address the challenges and opportunities our rapidly changing culture and community brought this past year. As technology advances at a rapid rate, OPTIONS has done well to keep up with the times, while taking measures to ensure face to face human interaction still remains a part of our company for staff, and persons served. We implemented a new payroll system and provided tablets to each site for staff to use to clock in and out of work. With the amount we can communicate through email/text/phone/etc., we lose some opportunities for human interactions, inside and outside of work. We give staff the opportunity to interact in person through new, fun team building meetings and get-togethers. As always, we face these new opportunities while standing firm in our core values of responsibility, respect, caring, and trustworthiness.

Each year we rely on our Strategic Plan to review our strengths and identify areas in which we can continue to improve. This system helps us to summarize how action taken has accomplished intended results and highlight what we can take action on for the future. In 2019, we expanded on our programs and implemented new trainings to keep up with our ever-changing needs of staff and persons served, and to continue to boost overall company moral and quality of life. We have identified that our approach to teamwork has contributed to workplace safety and satisfaction with reduced worker's comp claims. Our organization continues to be fiscally sound and we have been able to provide wage increases to all our staff annually. We continue to be proud of our organizations longevity and our quality consultants.

OPTIONS has continued to embrace the philosophy of providing "full inclusion" to the persons we support in our community. We are empowered by the continued success of so many of the persons served who are working hard to reach their dreams. The satisfaction level of the persons served remains high. When the persons we support are happy, we are happy. Their goals are our goals and when they reach for the sky, we are there every step of the way.

I continue to be proud to be part of OPTIONS Family of Services, surrounded by inspiring people and a dynamic team of caring individuals. I am constantly amazed by what we can accomplish together with the support of our Board of Directors, dedicated staff and beautiful community.

Next year we plan to continue to streamline our practices and procedures so we can put more time and energy into working directly with our persons served. We plan to expand our Vocational Services Department and our employment/internship opportunities for all persons served. We're looking forward to what 2020 will bring!

