



## MESSAGE FROM OUR CHIEF EXECUTIVE OFFICER

January 2024 by Debbie Bertrando

Like many organizations, over the past several years, OPTIONS has experienced changes and challenges due to the impact of the COVID-19 pandemic. We have developed many resources and tools to help guide us along the way and remain strong in promoting our core values of responsibility, caring, respect and trustworthiness within our organization.

We have completed our CARF Accreditation this year and have received a 3 year award. Many strengths of our organization were recognized during this process. Our team and leadership practices remain strong and our services remain of a high quality in good standing. We have had several positive changes in the past year. We have re-located our main office to San Luis Obispo after 27 years in Morro Bay. We continue to have services in Morro Bay, but our main office is now more central to all of our services. We have been afforded the ability to see more of our staff and persons served on a regular basis and we could not be more delighted at the increased contact and collaboration. We have added Tailored Day Services as a new program and are working on expanding our services by opening a Social Recreation Program and another day program in San Luis Obispo. This will be a busy year for OPTIONS and we could not be happier with the opportunities ahead.

We have completed our Strategic Plan for the year. We have reviewed the strengths of our organization as well as the areas in which we can continue to improve. We continue to strive to provide the highest quality services possible for our persons served. One of our greatest strengths include our level of teamwork and flexibility. Our staff are dedicated and provide a person centered, caring approach to services. Our ability to provide a wide continuum of services to persons with a variety of needs and individual goals has continued and is growing. Our team is excited about the new opportunities that are evolving. OPTIONS remains fiscally sound and we have been able to provide wage increases once again to our well deserving staff.

Current areas of focus include leadership development for new supervisors and training for new staff as well as opening our new services. We are looking at ways to increase efficiency with increasing our use of technology. We are working with the Regional Center to address social determinants in our community such as transportation, employment, mental health care and housing that impacts the persons we support.

We are now able to provide increased in-person support and are enjoying time spent together at meetings as well as at events such as our Annual Appreciation BBQ. I continue to be proud to be part of OPTIONS Family of Services, surrounded by an incredible group of caring individuals. This year we are excited to work on developing services that are enjoyable and bring people together as we celebrate learning, growing and participating in our community each day.