



## MESSAGE FROM OUR CHIEF EXECUTIVE OFFICER

Debbie Bertrando January 2026

Overall we have had another very positive year. In the post pandemic years 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 a strong team and have learned to pivot as necessary to help meet the needs of the persons we support. Most exciting has been the development of our Social Recreation program. We have a number of fun events and activities offered each month. People are developing new interests and making new friends. The amount of fun, excitement, engagement and positivity has been a joy to watch.

We have maintained our CARF Accreditation and will be participating in another survey this year. We look forward to showcasing the many strengths and achievements of our organization once again. Our team and leadership practices remain strong and our services remain of a high quality in good standing. We have been able to expand our services including our Social Recreation program and Tailored Day Services. Our new Career Pathways program will be launching this spring. Our Independent Living Skills program also continues to expand. This will be another busy and full year for OPTIONS and we could not be happier with the opportunities ahead.

We are currently preparing for our new Strategic Plan for the year. We will be reviewing the many strengths of our organization as well as the areas in which we would like to continue to improve. We continue to strive to provide the highest quality services possible for our persons served. We continue to have many dedicated and caring staff who provide a person centered 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 we have been able to provide and the level of enjoyment these activities and events have brought to so many.

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 on-going training for new staff. We are mindful of ways to increase our use of technology while providing adequate protections. We continue to work closely with the Regional Center on an on-going basis to address social determinants in our community such as transportation, employment, mental health care and housing that impacts the persons we support.

I continue to be proud to be part of OPTIONS Family of Services, surrounded by an incredible group of caring individuals. We continue to work on developing services that are enjoyable and bring people together as we celebrate learning, growing and participating in our community each day.