



## MESSAGE FROM OUR CHIEF EXECUTIVE OFFICER

JULY 2017 by Debbie Bertrando

It has certainly been an interesting year. Like many organizations, OPTIONS has experienced changes and challenges. The current political climate continues to bring unknown changes and we continue to monitor issues closely. 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 believe this has helped us continue in our success. Each year we rely on our Strategic Plan to review our strengths and identify areas in which we can continue to improve. This system has continued to help us as we strive to provide the highest quality services possible. Some of our identified strengths include our ability to provide a wide continuum of services to persons with a variety of needs and individual goals. We have wonderful group of consultants to help us along the way and participate in a variety of membership groups to help us remain informed of current issues and best practices. Our organization remains fiscally sound and we have been able to provide wage increases to our well deserving staff. We are continuing to work on hiring the most talented and dedicated staff in our area and have found our retention rate continuing to improve at a steady rate.

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.

This year we are continuing to grow and are working on expanding our services with a new specialized home for those with unique needs and challenges. We are excited about our new project and hope to open our doors next summer.

