

From: [Dean Hiser](#)
To: [JWMHS Exhibits](#)
Cc: [Jennifer Wheelon](#)
Subject: Customer Report on Small Provider Organization
Date: Wednesday, February 27, 2019 12:51:09 PM

Customer Name: Matthew Hiser

DOB: 3-13-1984

County: Washington

Parents Names: Dean and Nancy Hiser

Date: 2/27/19

Our son, Matthew, receives provider support from Inclusive Design through his brokerage Independence NW

three times per week.

-With their help, he is able to grocery shop and cook safely. He cannot do this independently and this would not be possible for us, his parents, to do with him.

-Because of their frequent contact with him, providers are able to advise us when potentially dangerous or unhealthy situations arise so we can follow up.

-They have assisted him in maintaining part-time employment with the same employer for more than 4 years. Prior to this, he was unable to retain a job for one year.

-Matt had behavioral issues which threatened his physical safety and living arrangement. Intervention with a provider was directly responsible for controlling these behaviors and led to his personal growth and increased stability.

As you may surmise, the quality of providers and their continuity is directly correlated with paying them fairly.

Thank you,

Dean and Nancy Hiser

cell: 503-718-1395