

1996 2016

**O Z A R K  
INDEPENDENT  
L I V I N G**

*Celebrating our 20th Anniversary!*

# THE PIPELINE

**The newsletter from OIL**

Volume 20,  
Issue 2

Second Quarter  
2016



## OIL to host Fourth Annual Art Show for Artists with Disabilities

It's almost time for the Fourth Annual OIL Art Show Featuring Artists with Disabilities, scheduled for May 24-June 5 at the West Plains Civic Center. The show is open to artists with disabilities from throughout the seven counties served by OIL including Douglas, Howell, Oregon, Ozark, Shannon, Texas and Wright. Artwork will be accepted April 25-May 6 with drop-off sites in each county. (See page 7 for locations.)

Artists of all ages and skill levels are encouraged to enter. First, second and third place ribbons are awarded to adult winners and to winners in the 17-and-under division. Ribbons of participation are given to all entrants. The annual art

show is an opportunity for artists with disabilities to display their talents and for the community to view and appreciate those talents. Since this is OIL's 20th anniversary year, we're hoping that this show is bigger and better than ever!

Categories include painting, photography, graphic design and illustration, drawing, three-dimensional (such as sculpture, jewelry and ceramics) and fabric (sewing, quilting, knitting, etc.). There is no fee to enter, but an entry form is required. For more information about details, contact Kathy Bauer, 256-8714, or see the Facebook event page "Art Show Featuring Artists with Disabilities."

**ADDRESS:**  
Office Square  
109 Aid Avenue  
West Plains, MO 65775

**PHONE:**  
417-256-8714  
417-257-0038  
Voice/TDD Toll Free:  
1-888-440-7500

**FAX:** 417-257-2380

**FACEBOOK:**  
O.I.L Ozark  
Independent Living

**WEBSITE:**  
www.ozarkcil.com

**E-MAIL:**  
info@ozarkcil.com

**OFFICE HOURS:**  
Monday-Friday  
8 a.m. to 4:30 p.m.

**MISSION:**  
To empower people with disabilities to live as full and productive members of society.

**FIVE CORE SERVICES:**

- Information/Referral
- Life Skills/Training
- Advocacy
- Peer Support
- Transitioning

## Disability Rights Legislative Day



Representatives of OIL and several area residents attended Disability Rights Legislative Day on March 10 in Jefferson City. Among their stops was at the State Capitol office of District 33 Senator Mike Cunningham, at right. Others are, from left: Ken, Andrew, Melanie and Joey Martin, West Plains, and representing Willow Springs Schools, Emily Ryan, Ethan Provow and Special Education Director Larry Williams.

See story on page 6



## More from MOORE

By Executive Director  
Cindy Moore

Better hurry! This office will be sponsoring a **spring art show for artists who happen to have a disability**. Know someone who has a talent? Enjoys creating? There are several age categories and the artwork is widespread. Painting, 3-D, sewing, jewelry, ceramics . . . it's all welcome. Call the office and ask for Kathy B. for particulars for entering. May 24<sup>th</sup> it will be set up on the mezzanine at the West Plains Civic Center; showing until June 5<sup>th</sup>.

Soon several key members of the office staff and board members will be attending **Power Up!** combined with the **Independent Living Summit**. This is the first year both conferences are united into one. A cost cutting measure that is appreciated by all I'm sure! Numerous break-out sessions will be covering everything dealing with disabilities, living independently, technology, community involvement, deaf community, blind/low vision community etc. So many sessions done well by people who live it.

I wanted to emphasize that this office has interests all over the state and staff who follow news, trends etc. Just remember that no matter how busy WE are, there's always time to talk to YOU. Between our **Independent Living Dept., Consumer Directed Services Dept., and our In-Home Services**, this office has an answer for anyone dealing with disability issues – all under the umbrella of the **only Center for Independent Living** in this area [Howell, Oregon, Ozark, Shannon, Texas, Douglas and Wright counties]. Call or come by!

Regards,  
Cindy

## OIL 20<sup>th</sup> Anniversary Activities continue

By Newsletter Editor  
Terry Hampton

Our 20th anniversary year is in full swing. This fall we're planning an open house at OIL headquarters in West Plains, but throughout the year we're doing service projects and hosting activities in all of the seven counties in our service region.

In Texas County, we've already purchased raised beds for the Houston Community Garden. In Douglas County and Wright County we've purchased trees for parks in Ava and Mtn. Grove, replacing trees which had recently been lost.

In Ozark County, where the Gainesville senior center has moved to a new location, we're planning a service project and we're working on a project in Oregon County, too.

In Howell County, we're planning to take part in the June 3 "First Friday Night Downtown Stroll" in West Plains and work with Court Appointed Special Advocates (CASA). Our office is just a few steps off the historic Downtown Square where the stroll happens. Plan to stroll by and visit us.

In Shannon County we want to host a sign language class for emergency personnel, but we're having difficulty finding an instructor. Call Kathy Bauer at 417-256-8714 if you know of someone who might be interested. The instructor does not have to be certified in American Sign Language, but fluent enough to teach basics to others.

We plan to host small receptions/ribbon cuttings in each of the communities where projects are being completed. We hope you'll join us if you can.

Warm wishes,  
Terry

P.S. In an ongoing effort to save money and resources, we are continuing to expand our e-newsletter. For our Pipeline readers who regularly use email, we invite you to sign up for our email list. Please send your address to newsletter@ozarkcil.com to be added to the electronic list and removed from the postal mailing list. As always, we will not share your information with anyone outside the office.

**OIL: People Caring about People  
for 20 years!**

## OIL ANNUAL ART SHOW

**May 24 – June 5  
West Plains Civic Center**

*Submit your entries now!*

Open to artists with disabilities in the seven counties of Douglas, Howell, Oregon, Ozark, Shannon, Texas and Wright.

# Core Service: INFORMATION AND REFERRAL

## Veterans Service Officers (VSOs) available in region

Following is information for veterans seeking to obtain benefits and other assistance, including the availability of Veterans Service Officers (VSOs) in OIL's seven-county service region.

The VSO for Howell County, Oregon, Ozark and Shannon Counties is Keith Wade. His office is located at 3415 Division Drive, West Plains. Phone 417-256-3452. Office hours are 8 a.m. to 4:30 p.m., Tuesdays, Wednesdays and Thursdays. His email address is keith.wade@mvc.dps.mo.gov.

There is no office in Douglas County, but the VSO for there is Jennifer Henderson. Her mailing address is Branson VA Outpatient Clinic, 3044 Shepherd of the Hills Expressway, Suite 106, Branson, MO, 65616. For more information or an appointment contact her via email, jennifer.henderson@mvc.dps.mo.gov, or phone, 417-320-6150.

In Texas County for more information contact VSO Sonja Christlieb via email, sonja.christlieb@mvc.dps.mo.gov, or phone, 573-596-0193. Her mailing address is 140 Replacement Avenue, Ft. Leonard Wood, MO 65473. She is typically in Houston one day a week for appointments.

Wright County is by appointment only. Contact VSO Jeffrey Edwards based in Laclede County at the Career Center, 2639 S. Jefferson #2, Lebanon, MO 65536. No email given. Phone is 417-532-6754.

**The Missouri Veterans Commission website is [mvc.dps.mo.gov](http://mvc.dps.mo.gov). It has a wealth of information for Missouri veterans including an online copy of the 92-page Missouri Benefits and Resource Guide for Veterans and Military.**

## We hope we never need this information:

**Lisa Bothwell, Disability Integration Advisor with the U.S. Department of Homeland Security Federal Emergency Management Agency has provided OIL with the following information about how to register for federal disaster assistance.** While this information is aimed at making sure those with disabilities are adequately prepared to know what to do in the case of a federally declared disaster, the information is potentially useful for all.

### **In Case of a FEMA disaster situation:**

When registering, applicants should be prepared to provide basic information about themselves (name, permanent address, phone number), insurance coverage and any other information to help substantiate losses.

### **Applicants can register:**

1. **Online** at <http://www.disasterassistance.gov/>

### 2. **By phone:**

- 1-800-621-FEMA (1-800-621-3362)
- 711 or VRS: 1-800-621-3362
- TTY: 1-800-462-7585

### 3. **At a Disaster Recovery Center (DRC)**

If you need to find a DRC, you can:

- Download the FEMA app and click on the Disaster Resources tab.
- Visit <http://asd.fema.gov/inter/locator/home.htm>
- Visit FEMA Region 7's Twitter handle: <https://twitter.com/femaregion7> (this link is

provided as reference only and is not an endorsement of any third party platform, product, service, website or entity.)

All Disaster Recovery Centers are accessible and equipped with tools to accommodate disaster survivors who need disability related communication aids.

You may find the article about Commonly Asked Questions about Federal Disaster Aid helpful: <http://www.fema.gov/news-release/2016/01/28/commonly-asked-questions-about-federal-disaster-aid>

Below are some videos which can be helpful. Videos are in American Sign Language with captions and spoken English.

**Inspector Visit** (ASL) <http://www.fema.gov/media-library/assets/videos/111534>

**DRCs** (ASL) <http://www.fema.gov/media-library/assets/videos/111518>

**Registration** (ASL) <http://www.fema.gov/media-library/assets/videos/111546>

**Just ask** (ASL) <http://www.fema.gov/media-library/assets/videos/111508>

**FEMA assistance does not impact government benefits** (ASL) <http://www.fema.gov/media-library/assets/videos/111582>

## Staff Update



JANET VANCE

**Janet Vance and Amanda Foster** have recently been hired as CDS (Consumer Directed Services) Coordinators at OIL. As coordinators, they monitor individual consumer's CDS service and serve as the advocates and/or liaisons between consumers and the state. They also provide monitoring overview of the timesheets, care plans and the consumer's responsibility as the employer of his or her attendant(s), offering guidance when necessary.

**Janet:** I joined OIL in February of this year. I am originally from Summersville and now live in Eminence. I graduated from Southwest Baptist University in 2004 with a Bachelors of Applied Science in Human Services. Since then I have made a career out of helping and serving families in need. I spend my extra time with my family enjoying all the adventures that the outdoors has to offer. I appreciate this opportunity to work and to learn from OIL and hope to spend many years with this organization.

**Amanda:** I became a part of the OIL team in February. I was born in Indiana, grew up in Iowa and moved here when I was a teenager. I graduated from West Plains High School in 2002 and attended Southwest Baptist University in Mtn.View where I

received a Bachelor's of Science in Psychology in 2015. My favorite way to spend my free time is with my children and friends, either exploring these beautiful Ozarks or just enjoying a peaceful evening in our back yard! I am so very blessed and thankful to have been welcomed into this organization where I can fulfill my passion for helping others. Every day is an adventure and I can't wait to see where the road takes me!



AMANDA FOSTER

**Anniece Moss** is a former OIL staffer who has come back to help in a new role. Anniece originally started with OIL in 2002 and retired in 2013 as CDS Manager. Data Manager Samantha Adams says, "Anniece came back by grace in January to help complete telephony trainings for all 300+ consumers currently enrolled on the CDS program." Telephony is a telephone-based timekeeping system. All CDS providers were required by Missouri Statue 208.909 to implement an electronic visit verification system by July 1, 2015.

Anniece is currently visiting each consumer in his or her home by appointment to complete telephony training. During the training, consumers learn how to use their telephone to record services provided by their attendants. During training consumers will receive a folder containing helpful telephony and time sheet training information as well as tools to assist them and their attendants in making telephony a success. If you have any questions about telephony or are interested in early enrollment, please contact Samantha at 417-256-8714.



## Community Outreach

OIL purchased 50 tickets for the Diamond Rio Cystic Fibrosis Benefit Concert held in March at the West Plains Civic Center and donated them to Newtons Agency for their consumers/residents. Front row, from left: representing the local Cystic Fibrosis organization, Jessica Joice-Frazier, Newtons residents Sharon Guillot and Andy Curtis, OIL Data Manager Samantha Adams, OIL employee Pam Johnson and Newtons resident Jonathan Sanders. Back row: representing Newtons, Chief Operating Officer Jimmy Miller, residents James Holliday and Cody Barrett, and Direct Care Specialist Dusty Simmons; OIL employees Pat Parmer, Rosemary Hendon and Nathen Bryant; and with Newtons, resident B.J. Newsom and Direct Care Specialist Tonia Lundry.

# Core Service: **TRANSITIONING**

## **OIL challenges students to look beyond their different abilities**

Knowing what direction to take after high school is a challenge for many students, but for some with disabilities making the transition to an independent lifestyle is a struggle which might feel overwhelming. Aiming to help students break through the barriers they face, or figure out a way to go around them, is the goal of a Youth Transition Workshop recently hosted by OIL at the West Plains Civic Center.

The workshop featured guest speakers who detailed the process in being prepared to seek employment, including where and how to seek a job, what to do once invited for an interview and what to expect the first day on the job. There was an emphasis on how to dress, how to speak up and present themselves and other practical matters such as not bringing along a friend or a cell phone to an interview. Attendees were also provided training regarding personal finances such as opening a checking account and planning for savings. Students learned ways to seek and apply for housing and found out about choices in transportation options to and from work.

OIL Independent Living Services (ILS) Manager Kathy Bauer said, "We want them to look beyond their different abilities to seek opportunities which will enable them to live a more independent lifestyle after high school."

A total of 74 high school students with disabilities from schools in West Plains, Lutie, Howell-Oregon, Mountain View/Birch Tree and Willow Springs attended the daylong event. "We were very pleased with the response from the area schools and the number of students in attendance. OIL appreciates the teachers and administrators who gave interested students the opportunity to participate in the workshop. We hope we helped provide a service to students who are planning their future. One area of emphasis for us is to help remind them that their disability is only one part of who they are."

## **TRANSITIONS**

The workshop is part of a larger program by OIL to expand youth transition services. OIL's ILS division receives funding through a Workforce Investment grant. One of the core services mandated by the

Workforce Innovation and Opportunity Act (WIOA) for all Centers for Independent Living in the state is "Transitions." This includes facilitating the transition of youth with disabilities who are eligible for individualized education programs and going from high school and entering postsecondary life.

OIL has been tasked with helping these students become better prepared for jobs. Bauer said schools are already doing a good job of helping students transition into the community and the workforce. "We want to work with the schools to help reinforce some of the basics everyone needs to know when looking for a job. We are hopeful this workshop will be the first of a series to be designed and established with collaborative efforts from the public schools and OIL," said Bauer.

At the workshop, topics and speakers included, "How to Prepare a Resume" presented by Missouri State University-West Plains Career Specialist Jared Cates; "Job Search" by Penmac Senior Staffing Specialist Matt Owens and Workforce Development Supervisor Kyle Mahan; "Preparing for the Interview" (including mock interviews) by Ramey Supermarket Assistant Store Director Bobby Roberts; "What to Expect on the First Day at Work" by OIL Executive Director Cynthia Moore; "Financial Planning" by Community First Banking Company representatives Jeannie Cox, Vice President of Real Estate, and Kelly Summers, Assistant Vice President of Operations; "Housing Opportunities" by West Plains Housing Authority Executive Director Reba Williams; and "Transportation Opportunities" by City of West Plains Transit Manager Mike Falwell.



*In front: OIL Independent Living Services Manager Kathy Bauer who organized the transitioning workshop. Among the presenters were back row, from left: Ramey Supermarket Assistant Store Director Bobby Roberts, Missouri Career Center Workforce Development Supervisor Kyle Mahan and Penmac Senior Staffing Specialist Matt Owens.*

## Core Service: **ADVOCACY**

# OIL: Speaking up in Jefferson City

### Disability Rights Awareness Day

Representatives of OIL and invited guests attended the annual Disability Rights Legislative Day on March 10 in Jefferson City. Andrew and Joey Martin, students at West Plains High School, and Willow Springs High School students Ethan Provow and Emily Ryan were among the attendees. Also attending were Andrew and Joey's parents, Ken and Melanie Martin, and Willow Springs Schools Special Education Director Larry Williams.

Independent Living Services (ILS) Manager Kathy Bauer and ILS Specialist Rosemary represented OIL. Kathy said the day was enjoyable and productive. The group toured the Capitol and visited the museum there. They also visited the office of Senator Mike Cunningham and saw Legislative Advocacy Day events in the rotunda where hundreds of people advocated for disability rights/community integration.

OIL organized this activity and invited the students and their escorts to attend. Kathy said it was the first visit to the capitol for most of the OIL guests.

### Home Care Advocacy Day

Through home- and community-based services, senior Missourians and those with disabilities are able to receive care which allows them to remain safe and happy in their own homes. Advocates for in-home care and consumer directed services met in Jefferson City in February to receive updates on legislative issues and to visit with lawmakers to encourage their support of appropriations and bills which are crucial to the continued success of in-home care.

There are 50,000-plus Missourians who are eligible for care in one of the state's 1,146 nursing care facilities or in their homes through in-home care. There are a variety of ways for those services to be paid for, but the major payers are Medicaid, Medicare Part A and private insurance.

One presenter addressed the group about the challenges hospitals and other care providers face in terms of the government's role as a payer. Managed care programs and the expansion of Medicaid to close the gap in health care coverage were among the other items discussed.

Among the many representatives of home-care provider and affiliated agencies attending from around the state were OIL staffers Independent Living Services (ILS) Manager Kathy Bauer, Consumer Directed Services (CDS) Manager Jaime Grider, CDS Coordinator Dana Cornell and Marketing/ILS Specialist Terry Hampton.

**OLDER  
AMERICANS  
MONTH**



## BLAZE A TRAIL: MAY 2016

Older adults are a growing and increasingly vital part of our country. Assistant Secretary for Aging Kathy Greenlee says, "Our country is growing old. By 2020, the older adult population will number more than 77 million. One in every five people will be over the age of 60. And more than 34 million adult caregivers will provide uncompensated care to older adults. These numbers will continue to grow."

She made the comments in welcoming the passage of the Older Americans Act (OAA). "I am extremely grateful that the reauthorization has been successfully passed by both the House and Senate. Older adults consistently express their personal desire to age in their homes and communities, surrounded by the people, places and activities that give their lives meaning. For more than 50 years, the OAA has provided support to make that dream a reality; from home-delivered meals and exercise classes to legal services and case

management. In every setting and through every advancing year, OAA services support health, dignity and independence."

Recognizing the contributions of older people by celebrating Older Americans Month in May began in 1963. Led by the Administration for Community Living, the annual observance offers the opportunity to learn about, support and celebrate our nation's older citizens. This year's theme, "Blaze a Trail," emphasizes the ways older adults are reinventing themselves through new work and new passions, engaging their communities, and blazing a trail of positive impact on the lives of people of all ages.

OIL provides services to older adults year-round and encourages everyone to focus on how we can support and learn from older adults in our community and how we might follow their examples to blaze trails of our own.

# Events & items to note...

## HERE ARE THE DROP-OFF LOCATIONS FOR ARTWORK for the Fourth Annual Art Show Featuring Artists with Disabilities

(See complete art show story on page 1)

### Ozark Independent Living

109 Aid Avenue – West Plains

Open 8 a.m. to 4:30 p.m. Mondays-Fridays

### Medical Equipment Inspection and Repair

122 E. Washington Avenue – Ava

Open 9 a.m. to 6 p.m. Mondays-Fridays

### Winona Senior Center

21 Sapper Street – Ava

Open 8 a.m. to 3:30 p.m. Mondays-Fridays

### Thayer Senior Center

100 Chestnut Street – Thayer

Open 8 a.m. to 3:30 p.m. Mondays-Fridays

### Ozark County Senior Center

349 Third Street – Gainesville

Open 8 a.m. to 3:30 p.m. Mondays-Fridays

### Houston Senior Center

301 South Grand Avenue – Houston

Open 8 a.m. to 3:30 p.m. Mondays-Fridays

### Mtn. Grove Senior Center

700 East State Street – Mtn. Grove

Open 8 a.m. to 3 p.m. Wednesdays & Fridays

8 a.m. to 4 p.m. Mondays, Tuesdays & Thursdays

## AMERICAN SIGN LANGUAGE Instruction books needed

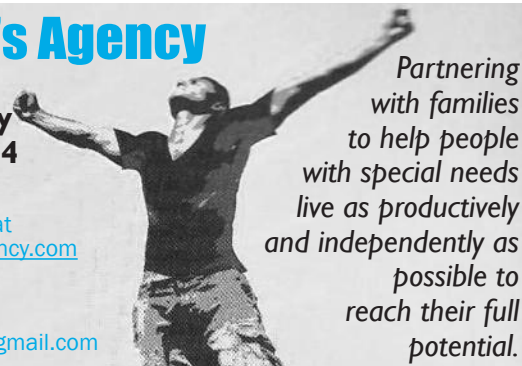
We are looking for copies of American Sign Language (ASL) instruction books. If you have one you're not using, please consider donating it to OIL for use in future ASL classes. Contact kbauer@ozarkcil.com or call 256-8714. Thanks!

## Newton's Agency

Call us today  
417-257-0954

Visit our website at  
[www.newtonsagency.com](http://www.newtonsagency.com)

e-mail us at  
[newtonsagency@gmail.com](mailto:newtonsagency@gmail.com)



Partnering with families to help people with special needs live as productively and independently as possible to reach their full potential.

## "MEET & GREETs"

OIL visits each senior center in our seven-county area twice a year to talk about our available services and answer any questions about our Independent Living Services (ILS) and other programs. The summer schedule includes:

**May 19** – 10:30 a.m. to 12:30 p.m.  
**ALTON Sr. Center** 204 Main Street

**May 20** – 11 a.m. to 1 p.m.  
**CABOOL Sr. Center** 910 Cherry Street

**June 2** – 10:30 a.m. to 12 noon  
**HOUSTON Sr. Center** 301 South Grand

**June 9** – 11 a.m. to 12:30 p.m.  
**MTN.VIEW Sr. Center** 903 East 5th Street

**June 23** – 11 a.m. to 1 p.m.  
**WINONA Sr. Center** 212 Sapper Street



OIL'S BOOTH AT THE Annual Home and Garden Show in March featured "universal design" which emphasizes design in buildings, products and environments which is accessible to all, including older people and those with disabilities.

NICK ELLISON, West Plains, is the winner of an outdoor grilling set which was the door prize given away by OIL at the Home and Garden Show held at the West Plains Civic Center and hosted by the Southern Missouri Home Builders Association. OIL Independent Living Services Manager Kathy Bauer presented the prize to Nick.





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RETURN SERVICE REQUESTED

OFFICE SQUARE - 109 AID AVE.  
WEST PLAINS, MO 65775

**OIL HAS ZERO  
TOLERANCE FOR  
FRAUD, WASTE AND  
ABUSE!**

**People Caring  
About People**

**Do your part  
RECYCLE!**

Like "O.I.L Ozark Independent Living" on Facebook!

When you like and share items from our page, you stay informed and it helps us grow our web presence.

If you would like to remove your name from this mailing list or would like to sign up for our email list, please contact OIL newsletter editor Terry Hampton by phone at 417-257-0038 or toll free/TDD 888-440-7500 or via email newsletter@ozarkcil.com.

If you or someone you know would like to know more about Consumer Directed Services or any of the other services offered by OIL, please give us a call or clip this form and drop in the mail to: OIL, 109 Aid Avenue, West Plains, MO 65775.

**Check all that apply:**

- Add to the Pipeline newsletter mailing list
- Contact for more information about Consumer Directed Services
- Contact for more information about Independent Living Services

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

**Office hours are 8 a.m. to 4:30 p.m. Mondays through Fridays**

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**EXPERIENCE WORKS  
enrolling in Ozark, Texas  
and Wright Counties**

**Experience Works** is a program for seniors 55 & older to assist them with obtaining training to help them become more employable. While the program is not enrolling in Howell County at this time, seniors are being enrolled in Ozark, Texas and Wright Counties in OIL's service area as well as Laclede, Pulaski and Camden Counties. Pay is currently set at \$7.65/hour for 18 hours a week. For more information contact Employment & Training Coordinator Dianne Collins via email dianne\_collins@experienceworks.org. She can also be reached at 417-256-6147, ext. 226.