

THE PIPELINE

The newsletter from OIL

Volume 21,
Issue 1

First Quarter
2017



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:
OIL Ozark
Independent Living

WEBSITE:
www.ozarkcil.com

E-MAIL:
info@ozarkcil.com

OFFICE HOURS:
Mondays-Fridays
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

Through community- and home-based services, seniors 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 recently met in Jefferson City 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 and independent living.

All Missourians are encouraged to stay aware of the issues currently at the forefront and to contact their elected officials.

(continued on page six)



OIL CDS Coordinator Ashley Strazdas and Independent In-Home Services Manager Debbie Jorgensen are shown here near the Rotunda in the Missouri Capitol.

They were in Jefferson City on February 8 for Home Care Advocacy Day.

INSIDE HIGHLIGHTS:

Advocate for issues important to you

Contact information for your representatives. (See page 6.)

“Senior Issues – Navigation for Aging”

A series of presentations for seniors, soon-to-be seniors and their family members and friends on Wednesdays in March. (See details on page 4.)

Sensory-Friendly showing of “Inside Out”

Sponsored by MSU-West Plains University/Community Programs on Feb. 23.
(More information about this and other events on page 7.)

Resource Information (See details on page 5.)



More from MOORE

*By Executive Director
Cindy Moore*

Legislators are in Jefferson City, the public is filing in to see their respective Representatives and Senators and the atmosphere is very busy with a new Governor. This office is no different. I have been to Jeff City four times in as many weeks. Each time I either saw a Representative or Senator or attended a meeting that dealt with the process of getting a one on one meeting.

The budget is tight! Everyone who presents their case of course wants continued funding. I am hoping that the Centers for Independent Living stay at their present level – no cuts please!

Besides the above, our office is making plans for some annual events. Watch our Facebook page and newsletter both for activities this spring. Ozark Independent Living will be at the Home and Garden Show [March 4] at the West Plains Civic Center. Our table will be centered around Universal Design. Some simple additions to a home may allow the individual to stay there longer – ageing in place. Also, this office has arranged for the Governor's Council on Disabilities to present at the West Plains Public Library [March 21]. Please plan on attending if you are interested in what that office does within your state government.

I wanted to emphasize that this office has interests all over the state and staff who follow disability 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. and Consumer Directed Services Dept.**, 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

A NEW LOOK FOR THE PIPELINE

*By Newsletter Editor
Terry Hampton*

A new year brings the opportunity for a fresh attitude and a new look for The Pipeline. A/C Printing, a locally owned company which has been doing business in West Plains for many years, closed its doors for good at the end of 2016 with the retirement of owner Diana Etheridge.

Diana and her husband Darryl, who passed away seven years ago, were long-time supporters of OIL, with Darryl having served on our board for several years. We wish Diana all the best in her retirement where her plans no doubt include spending more time with her grandchildren.

With the closing of A/C, which had always offered printing on a traditional press, came our decision to have the newsletter printed using a different method. Since we also desire to do business locally when possible, we have found a local source for printing which uses a different kind of process, allowing us to have full color and surprisingly, it saves us money. The trade-off is that our blue and green logo colors might be a bit different than they were before, but we think the other benefits are worth it. We hope you like the new look!

OTHER OIL NEWS OPTIONS

Keep informed between print newsletters by signing up for monthly email newsletters (email me at thampton@ozarkcil.com to be added to the email list) and by following our Facebook page, OIL Ozark Independent Living. We post useful tips/resources, information about upcoming events and little bits of inspiration. When you like and share our posts on Facebook, you help us continue to grow our online presence, so more people will hear about OIL and the services we offer.

OIL ANNUAL ART SHOW

May 16 – 29 at the West Plains Civic Center

Get your entries ready now – contact us for entry locations in your area!

ENTRIES DUE MAY 5. Call Kathy, 256-8714, for entry form or information.
Open to artists with disabilities in Douglas, Howell, Oregon, Ozark, Shannon, Texas & Wright.

Staff Updates



FORREST OGDEN

Forrest Ogden has recently been hired as a Data Specialist at OIL. He helps make sure that individual tasks are completed by attendants who are employed by our consumers. Additionally, he analyzes time sheets and online records in our system to help combat fraudulent activities and ensure that our consumers' service care plans are being adequately met. He relays and requests information regarding discrepancies, and at times he meets with consumers here at OIL to attain specific information, or clear up mistakes.

Forrest: I graduated from West Plains High School in 2013 and proceeded to get my Associates of Arts in General Studies from MSU-West Plains in May of 2016. I am 22 years old and was born in Jonesboro, Arkansas. I lived with my mother and sister for the first 12 years of my life until I decided to move to West Plains and live with my dad. I have since halted my education in order to truly evaluate the benefits of having a college degree and not having one.

As for hobbies, at 13, I began to teach myself how to play the drums, and at 15, I began to teach myself to play the guitar. During my freshman year of high school, I developed an interest in not only playing music, but also creating art by means of drawing and painting. Towards my senior year and into college I began to enjoy learning about foreign languages and I can navigate and get where I need to go in Mandarin Chinese and Castellano Spanish. I have also spent several months studying the basics of five additional languages, but I am nowhere near as capable of getting around in them as compared to Spanish or Mandarin. I have since also learned to play the piano, which I can play in a simple fashion when compared to playing the drums or guitar. Now, I enjoy spray painting, creating portraits in pencil and pen, painting with acrylics, and writing and recording music in my makeshift home studio. In the future, I hope to record and release many albums and art pieces so that I may live comfortably doing what I love. I have two dogs I love, a Great Pyrenees/Great Dane mix named Ambrosious, and a long-haired Dachshund named Baxter. In the summer, I love to plant flowers and vegetables and spend time outside with my pups and soon-to-be (hopefully) fiancée, Sabrina.

I have enjoyed working at OIL thus far and appreciate how nice and respectful everyone has been towards me.

Staffer Spotlight

In the last issue of The Pipeline, the Spotlight featured Attendant Specialist Pat Parmer who has worked at Ozark Independent Living since Oct. 28, 2002. This month we feature the staffer who was hired four days after Pat, on Nov. 1, 2002:

KATHIE McGLAUGHLIN INTAKE AND REASSESSMENT SPECIALIST

Kathie was born in Chicago and raised in the greater metropolitan area of the Windy City. After her marriage and birth of her first child, she and her husband and their young son moved to a farm in Elk Creek, in Texas County.

"It was our intention to live off the land," says Kathie. "I should have written a book about our 'misadventures' in farming, as it could have been a best seller. Yet, it was a wonderful experience and a great place to raise our children." Three daughters came along after the family's move to Missouri. Their children are grown, and they now have six grandchildren.

Kathie came to OIL after having worked many years in transportation safety. She says, "Although it was a big career change I have never regretted it. I enjoy working with people, as in my previous field, and it is a bonus that what I do can help someone. I started out as a CDS Coordinator and worked in every county except for Shannon and Oregon. Now, I specialize in CDS Intakes and Reassessments, so I get to work in the whole seven-county service area. This has taken me to some very pretty territory and I have gotten to know many nice people."

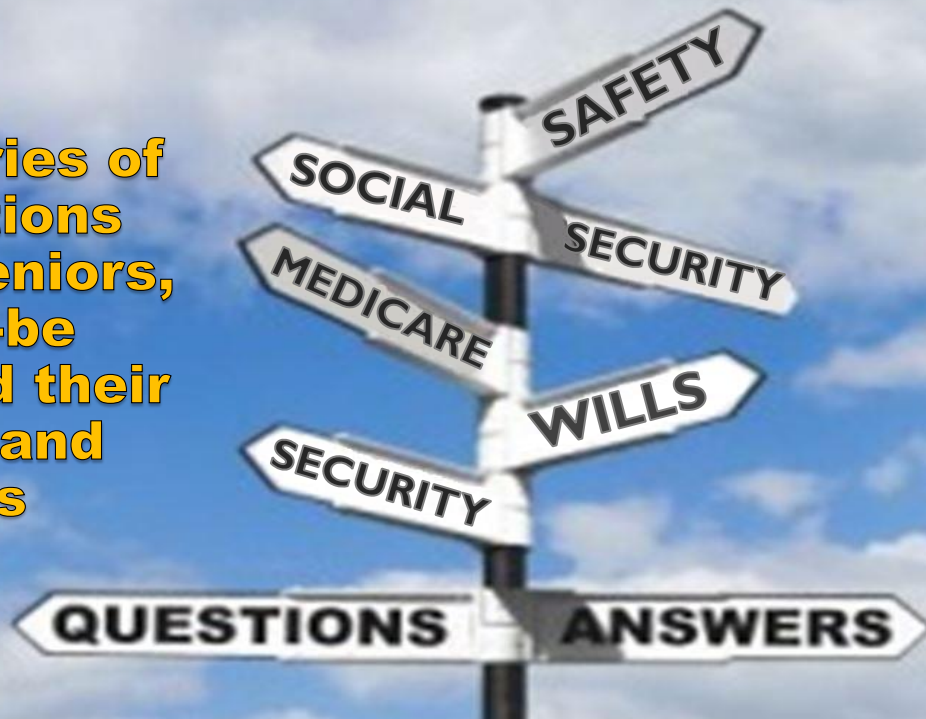
Kathie works part time at OIL and on her days off she says she keeps herself busy with volunteer Bible education work. She added, "I appreciate my family time and enjoy traveling. I also like to get my hands dirty, gardening. I enjoy home crafts and, according to my husband, I am a yarn hoarder. (I like to crochet.) I also enjoy sewing. We have two housecats that we spoil and feed strays that have become our 'outside' cats."

Kathie says she has come to admire the determination and resilience of OIL's consumers. "I am proud to be associated with a program that can help them achieve their goal of independence. I must also say that working with the OIL staff has been a pleasure and a force for the good in my life and one that I hope will continue on."

Calendars: We still have a few of our large-print 2017 wall calendars. We invite you to stop by the office and pick one up. (Or let us know where to drop it off – we'll try to get one to you!)

SENIOR ISSUES: Navigation for Aging

A FREE Series of Presentations aimed at Seniors, Soon-to-be Seniors and their Families and Friends



SPONSORED BY OZARK INDEPENDENT LIVING

Each session will last approximately one hour and will include time for questions. Open to all and free of charge, the presentations will be held at

West Plains Senior Center Conference Room

416 East Main Street

MARCH 8 10 a.m. – WAYS TO PROTECT YOUR FINANCES AND YOUR IDENTITY

“Safe Banking for Seniors” and **“Online Security”**

Presenters: Cheryl Finley, West Plains Bank Senior Customer Service Representative/Go Club Coordinator Officer and Ozark Independent Living Network Administrator Nathen Bryant

MARCH 15 10 a.m. – CHART A COURSE BY MAKING PLANS FOR THE PATH AHEAD

“Wills, Living Wills and Trusts” and **“Journey Through Life with Social Security”**

Presenters: Melissa Stewart, Attorney at Law and a representative of the Social Security Administration.

MARCH 22 10 a.m. – SMOOTH SAILING IN RETIREMENT: MEDICARE and MORE

“Help Understanding Medicare Enrollment and Benefits and Services Provided by Ozark Action” and **“Journey Through Life with Social Security”**

Presenters: Ozark Action Community Services Representative Vicky Callahan who is also a trained counselor with CLAIM, which provides free, unbiased advocacy, education/assistance to people with Medicare and related health insurance needs and a representative of the Social Security Administration.

MARCH 29 10 a.m. – STAY AWARE: MAKE GOOD DECISIONS ABOUT STAYING SAFE

“Personal Safety Issues” and **“Home Fire Safety Tips”**

Presenters: Officers from the West Plains Police and Fire Departments

Scheduled topics are subject to change

Contact Terry at OIL for more information, 256-8714, or email thampton@ozarkcil.com

Resources

OIL does not endorse specific websites or attest to the usefulness or accuracy of information available online, but sometimes we find resources on topics of interest which we pass along for your own investigation.

www.rheumatoidarthritis.org is a website which is run by "a team of healthcare writers and professionals who are committed to helping people with rheumatoid arthritis live full, happy lives despite their diagnosis." Those with rheumatoid arthritis might find helpful information, including the effectiveness of various treatment options.

ASSISTANCE WITH PRESCRIPTIONS

Resources which might provide assistance in paying for medicine and treatment are also listed on the site. Again, this is not an endorsement but might prove useful and is NOT ONLY for those suffering from arthritis:

BenefitsCheckUp.org

(sponsored by National Council on Aging)

HealthWellFoundation.org

NeedyMeds.org

pparx.org (Partnership for Prescription Assistance)

RxAssist.org

RxHope.com

[Together Rx Access](http://TogetherRxAccess)

Care Zone is especially designed for organizing medications -- whether you're doing it for yourself or someone else -- by helping create a complete medication list to provide a ready answer to the question, "What meds are you currently taking?" Useful for emergencies or regular doctor's appointments.

For more information: www.carezone.com/home

Mango Health helps you create a schedule of healthy habits, including taking your medication on time, recording your weight, checking your blood pressure and more.

More information: www.mangohealth.com

Both are available for download on the App Store or get them at Google Play.

SPINAL CORD INJURY

The University of Alabama at Birmingham Spinal Cord Injury Model System (UAB-SCIMS) provides their digital newsletter *Pushin' On* twice annually as an informational resource for people with spinal cord injury (SCI).

It provides: News, health, research and technology information of interest to people with spinal cord injury and their families. Topics in the current issue...

- Headline news
- Learn about women's health after SCI (including what women with disabilities need to know about cancer screenings)

- Wheelchair accessible baby crib

Here is the [UAB SCI website address, which has a link to newsletter and more information:](http://www.uab.edu/medicine/sci/)

www.uab.edu/medicine/sci/

FOR OLDER DRIVERS:

Thinking about when it might be time to give up the keys

Recently, the American Occupational Therapy Association (AOTA) celebrated its annual observance of Older Driver Safety Awareness Week to promote an understanding of the importance of mobility and transportation to older adults. The National Aging and Disability Transportation Center (NADTC) joins with AOTA in this celebration.

From NADTC: "At some point it may be necessary for you or a loved one to give up the keys. As we age, certain changes can make driving, a complex skill, increasingly difficult....Giving up the keys can have a negative impact on older adults' lives, resulting in fewer trips to the doctor, the grocery store, social outings and increased isolation in their homes. Last year, NADTC staff worked with the Eldercare Locator to develop a helpful guide called [Before You Give Up the Keys](#). If you or a loved one is concerned about the ability to continue to drive safely, consider actions that can help ease the transition from driving. More information at this website:

www.nadtc.org/news/blog/older-driver-safety-awareness-week/

Rules for driving vary from state to state. To see Missouri's regulations regarding older drivers, visit: www.dmv.com/mo/missouri/senior-drivers

Advocacy - Speak up!

THE GOVERNOR and OTHER ELECTED OFFICIALS NEED TO HEAR FROM YOU!

(ADVOCACY DAY - continued from page one)

The advocacy event in Jefferson City was sponsored by several statewide home-care provider alliances and associations. Officials with the organizations said there are several proposals (including presented by Mo. Governor Eric Greitens) which could have a **significant impact on the number of people with disabilities who are currently receiving services through programs such as Consumer Directed Services.**

Here is a brief summary of some pertinent information:

In Missouri, **Medicaid provides the only access to in-home attendant services for low-income adults with disabilities.**

(To be eligible for Medicaid, an individual with a disability must have a monthly income of less than \$850.)

Governor Greitens' proposed budget includes **big changes to the provision of CDS which allows individuals with significant physical disabilities eligible for nursing home admission to remain safely in their homes.** The proposed changes would likely end up costing the state **MORE money.** Among his proposals are the following:

► **Increasing point count for eligibility for CDS, In-Home Services and Nursing Home admission from 21 to 27 points**

Delaying access to supports causes individuals with disabilities to rely on the most expensive services: emergency room care to address falls, broken bones, inadequate nutrition, skin breakdown, etc. Timely intervention is less costly and more effective.

► **Capping CDS at 60% of Nursing Home costs**

Capping CDS will shift consumers from CDS to more expensive In-Home Services. Consumers will continue to access services but at a greater cost to the state (and they would not have the ability to hire their own attendants, taking away freedom to direct their own care).

► **3% rate decrease for providers**

The decrease comes on the heels of several years' worth of increased expenses. According to the St. Charles Delta Center, since 2008 provider rates have increased by 15.5% and maximum attendant wages paid by Delta's consumer/employers have increased by 17.5% (which is comparable to all Centers for Independent Living). In 2015, The State of Missouri mandated but did not fund Electronic Verification (telephony) to track attendant clock in/clock out. The initial investment was \$28,000 for Delta Center. The ongoing annual cost is \$11,500. Again, this is comparable to all Centers for Independent Living.

Your services could be affected. We advocate for you, but you need to advocate for yourself!

Contact: GOVERNOR ERIC GREITENS

Phone: (573) 751-3222

P.O. Box 720, Jefferson City, MO 65102

Email: governor.mo.gov/get-involved/contact-the-governors-office

MISSOURI LEGISLATORS:

Senate District 33 (Douglas, Howell, Oregon, Ozark, Ripley, Texas, Webster and Wright)

► **SENATOR MIKE CUNNINGHAM**

Phone: 573-751-1882

Email: Mike.Cunningham@senate.mo.gov

Missouri Senate, 201 W. Capitol Ave., Room 331, Jefferson City, MO 65101

Senate Dist. 25 (Shannon & others further east)

► **SENATOR DOUG LIBLA** Phone: 573-751-4843

Email: Doug.Libla@senate.mo.gov

Missouri Senate, 201 W. Capitol Ave., Room 219, Jefferson City, MO 65101

House Dist. 141 (Wright)

► **REP. HANNAH KELLY** Phone: 573-751-2205

Email: Tony.Dugger@house.mo.gov

Missouri House, 201 W. Capitol Ave., Room 116A-2, Jefferson City, MO 65101

House Dist. 142 (Texas and northeast Howell)

► **REP. ROBERT ROSS** Phone: 573-751-1490

Email: Robert.Ross@house.mo.gov

Missouri House, 201 W. Capitol Ave., Room 114-A, Jefferson City, MO 65101

House Dist. 143 (Shannon, Oregon, Reynolds, Dent)

► **REP. JEFF POGUE** Phone: 573-751-2264

Email: Jeff.Pogue@house.mo.gov

Missouri House, 201 W. Capitol Ave., Rm 400-CC, Jefferson City, MO 65101

House Dist. 154 (Howell, except northeast corner)

► **REP. SHAWN RHOADS** Phone: 573-751-1455

Email: Shawn.Rhoads@house.mo.gov

Missouri House, 201 W. Capitol Ave., Room 403-B, Jefferson City, MO 65101

House Dist. 155 (Douglas and Ozark)

► **REP. LYLE ROWLAND** Phone: 573-751-2042

Email: Lyle.Rowland@house.mo.gov

Missouri House, 201 W. Capitol Ave., Room 310, Jefferson City, MO 65101

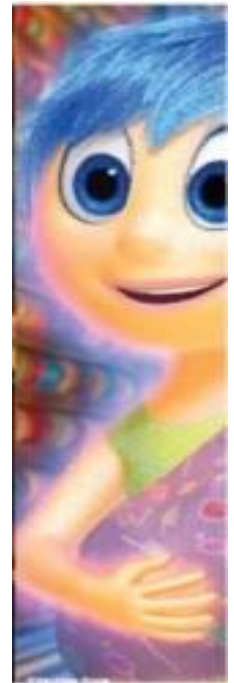
Events & items to note...

SENSORY-FRIENDLY SCREENING OF Disney's "INSIDE OUT"

MSU-WP will host a free showing of the animated movie "**Inside Out**," in a special sensory-friendly format to be held at 6:30 p.m., Feb. 23 at the West Plains Civic Center Theater. It is open to the public and people of all ages and abilities, but is especially geared toward children with disabilities or conditions such as autism who often face unique challenges in a typical theater setting. During the screening, the volume of the movie will be turned down and the lights in the theater will be left on. Wheelchairs and motorized chairs are welcome and the doors to the theater will remain open for the duration of the film which is subtitled and rated PG.

Like and share the film's Facebook page: [Inside Out \(Sensory-Friendly\)](#)

The MSU-West Plains University/Community Programs Department is sponsoring the showing. The evening begins at 5:30 with a punch and cookie reception in the Civic Center lobby.



Fall Prevention Awareness

**West Plains Senior Center, 416 E. Main St.,
Wednesday, April 12, 10:30 a.m.**

Did you know, according to the CDC, one-third of seniors 65 and over fall each year, and if you've fallen once, your chance of falling again **DOUBLES**. Join Ozark Independent Living at the West Plains Senior Center for a Fall Prevention Awareness presentation. We will take the time to discuss the important facts about falling, what can happen to you after a fall, what conditions make you more likely to fall, your fall risk and some ways to prevent falls, including some simple exercises that you can perform in the comfort of your own home. **Free and open to all of any age.**

"MEET & GREETs"

A representative of our Independent Living Services Department visits senior centers in our area twice a year to talk about available services and to demonstrate TAP adaptive phones which are free to qualified recipients who have hearing or vision impairments. Here are the first six:

Willow Springs Center: **March 23**. 11:00-12:30
Thaver Fun & Friends: **March 30**. 11:00-12:30
Ava Senior Center: **April 13**. 11:00-12:30
Gainesville – The Center: **April 27**. 11:00-12:30
Mtn. Grove Sr. Center: **May 4**. 11:00-12:30
Cabool Senior Center: **May 11**, 11:00-12:30

Call Telcy, 257-0038, for more information.



Our friend Steve Forsythe, Cabool, rode in the West Plains Chamber of Commerce Christmas Parade in the OIL van driven by staff member Pat Parmer. OIL Staff members Ashley Strazdas, Telcy Osborn, Samantha Adams and Terry Hampton walked the route, handing out candy and information about OIL. It was a cold day, but we had a good time. We are happy to be part of the communities we serve!

Newton's Agency

**Call us today
417-257-0954**

Visit our website at
www.newtonsagency.com

e-mail us at
newtonsagency@gmail.com

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





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 "OIL Ozark Independent
Living" on Facebook - Thanks!**

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 and or all that apply:

- ☐ Add to the Pipeline newsletter mailing list OR ☐ Remove from 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

Nonprofit
U.S POSTAGE
PAID
Permit #22
West Plains
MO 65775

MAILING LIST

**We are constantly working
to keep our mailing list up to
date, but sometimes The
Pipeline is sent to addresses
which should have been
removed from our mailing.
We apologize for any
inconvenience.**

**Please do not hesitate to
give us a call, sent us a note
or drop us an email if you
no longer wish to receive
the newsletter.**

**If we can sign you up for the
email version of the
newsletter to help save
mailing costs, that would be
great! Email your request to
newsletter@ozarkcil.com.**