

THE PIPELINE

The newsletter from OIL

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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

Learning the Basics

OIL summer Sign Language Class completed

A six-week basic Sign Language class, sponsored by Ozark Independent Living concluded in August, with 23 people completing the course. West Plains resident Sue Cawthron provided the instruction. Classes were held at the West Plains Senior Center. OIL offers the Sign Language class for free and subsidizes the cost of the Sign Language instruction manual. Class members gave various reasons for wanting to learn Sign Language basics, including several who said it's a skill needed for work-related activities and others who have friends or relatives who are deaf, hard of hearing or non-verbal. *Read some of their comments, on page 7.*



SIGN LANGUAGE CLASS – SUMMER 2017

Participants are from West Plains unless otherwise indicated and include, front row, from left: Brenda Nelson, Becky Thomas of Birch Tree, instructor Sue Cawthron, Leyna McMahon and Laura Collins. Second row: Lori Nelson, Laura Barrett, Tina Langston, Karen Gates of Ash Flat, Ark., Trudy Guffey of Summersville, Karmen Cressman and Teresa Parks. Back row: Terry Hampton, Gina Lucas, Joy Hays of Mtn. View, Karen Girdler of Pomona, Myles Guffey of Summersville and Scott Cressman. Other students not included in the photo are Becky Ritschke, Tanya Protsenko, Sheila Robison Mary Mulford, Stephanie Wortley and Karen Smith.



INSIDE HIGHLIGHTS:

Art Show winners: Including a pink pig! (see pages 2 and 6)

Staff updates: Meet Alice McClellan, Data Specialist. (page 3)

Resources: Information to help yourself or others. (page 5)

Event News: Meet and Greet at area senior centers. (page 7)



More from MOORE

*By Executive Director
Cindy Moore*

Budget issues remain a serious concern for our office. The state's budget was signed, and Centers for Independent Living had dramatic cuts in funding. During the Legislative Session, I went to Jefferson City on three occasions to testify with others in front of the House and Senate Appropriation Committees, which listened, but unfortunately there weren't any changes made.

I feel that this office brings a service to the counties we serve that cannot be duplicated. The 'umbrella' of services within an Independent Living Center includes five core mandates: advocacy, information/referral, independent living skills training, peer support and transition of individuals from school to community/work or individuals from nursing home to community. This includes that we have interests all over the state and staff which follow disability news, trends etc. As part of our mission, we seek to share this information with you.

This office will attempt to do its best on the limited funds that we are now working from, and I want to emphasize that no matter how busy WE are, there's always time to talk to YOU. Our only concern is the disabled population; how choice, control and change can be pivotal in lives. Between our **Independent Living Department** and **Consumer Directed Services Department** (through which OIL facilitates the hiring of in-home aides through Medicaid), this office will try to find an answer for anyone dealing with disability issues – all under the **only Center for Independent Living** in this area (Howell, Oregon, Ozark, Shannon, Texas, Douglas and Wright counties). Call or come by!

Regards,
Cindy

ART SHOW FEATURED WONDERFUL ART

*By Newsletter Editor
Terry Hampton*

Our annual Art Show Featuring Artists with Disabilities is one of my favorite OIL activities. In both the youth and adult divisions, the entries this year were outstanding!

The show was held earlier this summer at the West Plains Civic Center. In the 18-and-over division, first place was awarded to Jesse Mills, West Plains. Second place was won by Ricky Miller, Willow Springs. Third place went to Theodosia resident Bridget Felks.

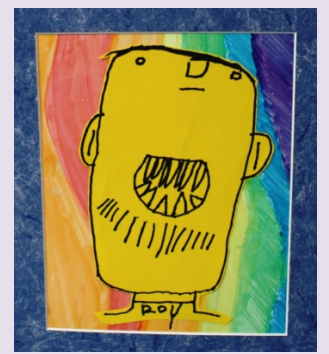
In the 17-and-under division, first place winner is Evan McCabe of West Plains. Second place was an entry created by four students, Mason, Madison, Alayna and Ethan, who attend Skyview School in Mtn. Grove. Third place went to Roy Dykes, West Plains.

We congratulate the winning artists and thank those who participated in the show. There are many talented and creative people in our area and we're proud to showcase the work of a few of them.

Medals were awarded to the winners. West Plains resident Reid Grigsby served as judge for the 80-piece exhibit.

At right and below are some of the entries in the art show. See page 6 for photos of winning entries. See the Facebook page "[Art Show Featuring Artists with Disabilities](#)" for additional photos of some of the other artwork.

While we say that our art show features artists with disabilities, I prefer to think that the show features wonderful art by talented artists!



Celebrating Community Partnerships

Communities are stronger and are served better when non-profit organizations work together! OIL is pleased to work with various groups, agencies and organizations in our seven-county service region.

This summer we partnered with Ozark Action, Inc. (OAI) to do a presentation series about the services our agencies offer. Ava, Thayer, Gainesville, Houston, Mtn. Grove, West Plains and Willow Springs were locations where meetings were held at either senior centers or OAI offices.

We touched base with lots of folks who learned more about available programs and got answers for Medicare questions. OIL also shared a little about the history of the Independent Living movement. We enjoyed the partnership and both organizations learned more about services offered by the other!

Vicky Callahan is shown here at our August 2 presentation at the Gainesville OAI office awarding a door prize provided by OAI.

Vicky is an expert in answering questions about all aspects of Medicare. While many OAI services are income-based programs, ANYONE – regardless of income – who needs assistance navigating the system of Medicare is welcome to give Vicky a call, 417-256-6147, to get helpful, impartial assistance.



Thanks to the Senior Centers in Ava, Houston, Thayer & Willow Springs for allowing us to use their facilities!

Flood Assistance: Howell County Long Term Recovery Committee (LTRC)

OIL is taking part in the Howell County LTRC initiated by FEMA. The goal is to help with efforts to assist individuals who suffered losses from April flooding and also to create a COAD (Community Organization Active in Disaster) for coordination of local relief efforts in future disasters.

For anyone who suffered losses in the flood, there is a phone number to call for possible assistance beyond what FEMA provided: **573-323-4044**. The number is to Catholic Charities of Southern Missouri which is handling case management for relief efforts in our region of the state. People can call whether or not they have registered with FEMA. There's no way to know the scope of what help will be available, but for things like household goods (and even bigger items like appliances, heating equipment and air conditioners), it seems as though there are possibilities for assistance, and it can't be ruled out that some help might be available for structural repairs. *(There are similar committees being set up in all of the counties in our service area. The phone number is the same for all counties.)*

For anyone who would like to help with relief efforts as a volunteer, there is another number to call: 417-720-4213. This is also to Catholic Charities. They are doing volunteer coordination and can match needs with volunteer strengths.

If you know of professionals (**carpenters, plumbers, electricians, HVAC folks, etc.**) who might be willing to help, **call Terry at 417-256-8714**. The local LTRC is compiling a resource list.

West Plains Christian Clinic – a blessing to OIL!

The West Plains Christian Clinic (WPCC) is a wonderful asset for the community and a valuable partner for OIL and the clients we serve. We thank them for partnering with us to help with equipment needs and resources!

WPCC provides basic health care to those who meet certain eligibility requirements, including:

- have NO health insurance
- are NOT eligible for Medicaid, Medicare, or Veteran's Health Benefits
- have income below 125% of 2017 Federal Poverty Guidelines

To find out how to qualify/pre-register for care, **or to SUPPORT WPCC, visit the website www.wpchristianclinic.org** or call 417-256-9722. The clinic is open on a limited basis. Leave a message and they will return your call.

To AREA MEDIA – a BIG “Thank You!”

The newspapers and radio stations in our service area offer a tremendous public service by publicizing events and news about the activities of the scores of non-profit organizations which operate in the many communities in the region.

While the media is often targeted with criticism, we are grateful for the work they do and for helping get the word out about our programs. Without local media, our communities would suffer in many ways. Our thanks to you!

New Staff

ALICE McCLELLAN



Alice McClellan has joined OIL as a Data Specialist. She helps make sure individual tasks are completed by attendants employed by our consumers. She also 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. She relays and requests information regarding

discrepancies and at times, meets with consumers about specific information or to clear up mistakes.

Alice lives in West Plains with her husband Donnie McClellan. They will be celebrating their 41st wedding anniversary in September. Alice says they have two daughters and six grandsons. "Amy is our oldest. She has two sons, Christian who is 13, and 11-year-old Ethan. Amanda, our youngest, has four sons, Nathaniel who is 17, Tyler who is 16, five-year-old Jadon, and Jacob who just turned four."

Alice was born in Colorado, but says, "My dad was from here so we moved to West Plains just before I turned 10. I went to school at Fairview and West Plains through the ninth grade, but ended up graduating from Bakersfield High School."

She is a former employee of Invensys, having worked there for nearly 39 years before the company ceased operations at its West Plains facility. In addition to working at OIL, Alice also attends classes at MSU-West Plains. She said, "My hobbies are quilting, reading, and I like to trail ride when I get the chance."

A REQUEST OF OUR CONSUMERS

Regarding returning phone calls

OIL consumers will sometimes get calls from our CDS and/or data departments for various reasons. Because there are 21 people who work at OIL, and we have hundreds of consumers and attendants, those who answer the phone have no way of automatically knowing who has called whom if the caller doesn't know and can't tell us.

Here's our request: If you miss a call from OIL, please listen to your messages before you call us back, so you know who to ask for. It saves us time, AND it saves you time! If you don't have an answering machine/voice mail, and all you can see on your phone is a missed call from OIL, please know who your OIL coordinator is when you call back, and it will give us a place to start.

Thanks – we appreciate you helping us serve you better!

Staffer Spotlight

KATHY BAUER

Independent Living Services Manager

Kathy Bauer, the OIL Independent Living Services (ILS) Manager, will soon be celebrating her 10th anniversary at Ozark Independent Living. She was first hired in the CDS Department on January 14, 2008. Kathy says:

I was born and raised in Missouri. Growing up, my family and I lived south of the square in downtown West Plains. I graduated from West Plains High School and began working full time after graduation. I worked in the retail sector for a few years and then went into banking. Those jobs were appreciated but did not fill the need to serve others.

I began working at an outpatient mental health clinic as the Crisis Intake Specialist and when the contract was transferred to Ozarks Medical Center Behavioral Healthcare, I transferred to that job. After 10 years working with OMC, I explored new territory by working on a Domestic Violence Task Force Team through the Department of Justice.

In 2004 Ken and I were married and we began a new journey together. In 2006 Ken and I built our cedar log home north of West Plains. It was hard work but the end result was a dream come true.

The Domestic Violence Task Force grant ended and once again, I was looking for work. Cindy Moore called me and invited me to interview with her for an Independent Living Specialist position. The job sounded just what I had been looking for. I was hired for that position and enjoyed working in the ILS Department. After a short couple of years in ILS I applied for the Consumer Directed Services Assistant Manager position and was given the opportunity to work with the CDS consumers and staff. Two years later I was chosen to become the Independent Living Services Manager.

Throughout the past five years, together with the other ILS staff members, we have been afforded the opportunity to serve those with different abilities in many ways. That is what it is all about.

In 2015 Ken and I opened our business, Cornerstone Construction, LLC. It takes up most of our "away from work" hours. There is never a dull moment. We have many hobbies, including that we love to go camping and travel as often as we have time to. We especially enjoy the travel when we make our own path! Our most favorite thing is to host events with our family and friends at our home. I do have to admit that I cherish those down times that include scrapbooking and sitting on our front porch. Guess I'm getting lazy. I feel I am truly blessed in so many ways. The journey just keeps getting better!

Resources

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

MoAble is now available in the State of Missouri and is a program which represents a good step in the right direction for citizens with disabilities, offering greater independence and financial security. Two key components:

- 1.) Tax-free savings plan for disability-related expenses
- 2.) Save and invest without losing federal needs-based benefits

To read more about MoABLE or to open an account, visit www.moable.com/

Nursing Home Planning Workshop

Wednesday, Sept. 20 – 10 a.m.
West Plains Senior Center – 416 E. Main St.

Elizabeth Floyd, a Certified Medicaid Planner and Eldercare Advisor will be speaking about financial aspects of nursing home placement and how to adequately prepare for it. According to officials with Brooke Haven Healthcare, sponsor of the event, Elizabeth will address several issues, including:

- What happens to my estate if I go to a nursing home?
- Is there anything I can do to protect my family from Medicaid spend down?
- Can the nursing home take my farm or my home?
- I have been turned down by Medicaid and the VA for care benefits. What are my options?
- How can I best structure my assets to pay for my care in the future?
- Why won't my revocable living trust and beneficiary deed protect me from nursing home costs?
- I already have a loved one in an assisted living facility or nursing home. Is it too late to plan?

Organizers say, "We want everyone to know and understand the benefit of Asset Protection in their lives. We know that without this information, no matter how carefully you have planned and saved, a nursing home stay could change everything."

"Please join us for a Pie and Ice Cream Social while you learn about nursing home planning."

NLS Services for the Blind

National Library Service (NLS) at the Library of Congress is a free braille and talking book library service for people with temporary or permanent low vision, blindness, or a physical disability that prevents them from reading or holding the printed page. Through a national network of cooperating libraries, NLS circulates books and magazines in braille or audio formats, delivered by postage-free mail or instantly downloadable.

If you know someone who could benefit from this service and is not aware of the program, please let them know.

Website: www.loc.gov/nls/
Phone: 1-888-657-7323

OIL has resources – including access to adaptive and assistive technology and devices – to help those with vision and hearing impairments.

If you have vision or hearing issues which are preventing you from communicating, contact us to see if you qualify for a free landline (or 'wired line') phone or stop by and see us at our next Meet and Greet in your area where phones are available for demonstration.

See Meet and Greet schedule on page 7.

THE ELDER ABUSE HOTLINE is an important tool used to help ensure that our most vulnerable populations are safe and secure and remain independent for as long as possible.

Elder abuse and neglect may involve:

- **Physical Abuse** - hitting, shoving, shaking or slapping.
- **Financial Exploitation** - deceiving or threatening seniors in order to gain control of their assets or income.
- **Emotional abuse** - yelling, humiliating or threatening.
- **Neglect** - denying or failing to provide for the basic needs or safety of a senior or person with a disability.

Abuse can occur anywhere...in the home, a nursing facility or a hospital.

Anyone can call the Elder Abuse Hotline. Trained staff from the Missouri Division of Senior and Disability Services will help victims find solutions. Reporting suspected abuse is critical. Missouri law allows a caller's identity to remain confidential.

The hotline number: 1-800-392-0210

Events & items to note...

(Continued from Page 1)

A FEW REASONS GIVEN FOR TAKING THE SIGN LANGUAGE CLASS

Several attendees of the summer Sign Language class are educators who work with autistic, hearing-impaired and special-needs children in area school districts. One teacher said, "It has been a great experience to be able to learn new tools that I can use to open up the world to my autistic and other students who are non-verbal."

Another, a para professional, said: "Everything I have learned will help me teach the student I assist in school and allow him and I to learn more with each other." Some were interested in learning a new skill which they hoped could help enable them to communicate with others who use Sign Language.

"It was wonderful. We all enjoyed it and learned a lot! Thank you OIL for doing this for the community."

To be put on a waiting list or for more information for the next **Sign Language Class**, contact Kathy Bauer, 256-8714. Dates of the class have not yet been determined.

American Sign Language Resources online

For those interested in learning ASL basics or for a refresher course, there are **many online resources available**. Here are a few:

LifePrint.com includes numerous categories for signing, including fingerspelling, numbers, words, puzzles, dictionaries. Free.

ASLPro.com is another free website that provides visual signs for numerous words and several different specialty dictionaries: for Babies, Religious, Conversational and more. Includes ASL Quiz Me!

YouTube.com Enter "Sign Language" in the search bar and there are many options. Search for "A Basic course in American Sign Language" and see instruction from the book used for the OIL class.

Additionally there are a number of apps for learning to sign, some are free, some can be purchased for a small fee. Here is a site which offers a review: healthyhearing.com/report/47829-The-best-apps-for-learning-sign-language

Meet and Greets

A representative of our Independent Living Services Department visits several 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**.

A representative of our sister agency, Independent In-Home Services, also attends the Meet and Greets to provide free blood pressure checks and oxygen level checks.

Scheduled visits for the rest of the year:

Mtn. Grove Sr. Center: **Sept. 12**, 11:00 -12:30

Gainesville Center: **Sept. 14**, 11:00 -12:30

Cabool Sr. Center: **Sept. 21**, 11:00 -12:30

Mtn. View Sr. Center: **Sept. 22**, 11:00 -12:30

Alton Sr. Center: **Sept. 28**, 11:00 -12:30

Winona Sr. Center: **Oct. 12**, 11:00 -12:30

Houston Sr. Center: **Oct. 26**, 11:00 -12:30

Call Terry, 256-8714, for more information.



At a recent Meet and Greet at the Thayer "Fun and Friends" Senior Center, Billie Mooney of Thayer gets her blood pressure taken by Wendy Dunkin, of Independent In-Home Services.

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
with special needs
live as productively
and independently
as possible to
reach their full
potential.



Advocacy: Speak up

**YOUR ELECTED OFFICIALS
NEED TO HEAR FROM YOU!**



The 2017 Mo. Legislative session saw a great deal of back-and-forth between the State House, Senate and the governor on matters related to Medicaid. While both the Senate and House worked through funding proposals to keep Medicaid disability rules at previous (2016) levels, the governor ultimately took a hard line on making cuts in reimbursement and other changes which **have the potential to negatively impact not only agencies like OIL, but also nursing homes, along with thousands of low-income Missourians with disabilities.** While cited as a means of saving money, the potential is for the move to cost the state more money, not less, as people end up sicker, likely making more trips to emergency rooms and possibly ending up living less independently. The Legislature also let an important prescription savings program – Missouri Rx – expire, and tens of thousands of Missourians lost help paying for their medicine. All Missourians are strongly urged to contact their legislators and the governor to voice concerns over these issues. **BE POLITE. BE RESPECTFUL. BUT BE HEARD! (See phone numbers for lawmakers in OIL service area on back page.)**



5th Annual Art Show Featuring Artists with Disabilities

WINNING ENTRIES

Youth Division

1st Place – Evan McCabe (at left)

2nd Place – by “Mason,
Madison, Alayna and Ethan”
(above right)

3rd Place – by Roy Dykes (right)



Adult Division: 1st Place – by Jesse Mills (at left), 2nd Place – by Ricky Miller (above center), 3rd Place – by Bridget Felks (above right),



RETURN SERVICE REQUESTED

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WEST PLAINS, MO 65775

OIL HAS ZERO
TOLERANCE FOR
FRAUD, WASTE AND
ABUSE!

**People Caring
About People**

Do your part
RECYCLE!

Like "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: _____

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

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AREA LEGISLATORS:

► **SENATOR MIKE CUNNINGHAM**
Phone: 573-751-1882

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

► **REP. HANNAH KELLY - Dist. 141**
(Wright) Phone: 573-751-2205

► **REP. ROBERT ROSS - Dist. 142**
(Texas and northeast Howell)
Phone: 573-751-1490

► **REP. JEFF POGUE - Dist. 143**
(Shannon, Oregon, Reynolds, Dent)
Phone: 573-751-2264

► **REP. SHAWN RHOADS - Dist. 154**
(Howell, except northeast corner)
Phone: 573-751-1455

► **REP. LYLE ROWLAND - Dist. 155**
(Douglas and Ozark)
Phone: 573-751-2042