

# THE PIPELINE

The newsletter from OIL

Volume 21,  
Issue 4

Fourth Quarter  
2017



## Timmy and Brenda Peoples **Consumer Directed Services Spotlight**

**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:**

Ozark Independent  
Living

**WEBSITE:**

[www.ozarkcil.com](http://www.ozarkcil.com)

**E-MAIL:**

[info@ozarkcil.com](mailto: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



*Brenda, Timmy's mother, has always been his primary caregiver, but she is no longer able to lift and do strenuous work, so now she is primarily in charge of helping him with his medications, household chores and food preparation, while Katelyn, his secondary attendant, helps with most of his personal care needs.*

OIL's Consumer Directed Services (CDS), a Medicaid program, enables people with disabilities to have greater opportunities to live independently. Timmy Peoples has been an OIL CDS consumer for nearly 16 years, and because the program allows for him to hire his own attendants, he is able to live at home and have his mother, Brenda, be his primary caregiver. But he also has a secondary attendant because not only relatives but also others on OIL's available attendant list can work for OIL consumers.

In a recent interview with Brenda and Timmy, he said, "The good thing about this program is you have a choice. I'm much happier being able to live at home." Brenda agreed, and added with a slight smile, "He's taken better care of, too."

Timmy, who was born two months prematurely in 1963, has Cerebral Palsy or CP, a condition which affects body movement, muscle control and coordination, reflex, posture and balance. It causes physical impairments which can vary greatly from individual to individual. While Timmy does have difficulty with fine motor skills such as writing, he operates his motorized wheelchair with ease and his speech is clear.

He says that a lot of people don't understand his condition. It's frustrating for him when people do things like speak slowly and loudly when addressing him. "I tell them that I hear just fine." What's even worse, though, is when people assume he has an intellectual disability. "I really don't understand that," he said.

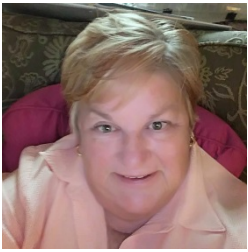
In fact, Timmy did just fine doing regular classroom work in school and graduated with the West Plains High School class of 1983.

*(Continued on page 2)*



### **INSIDE HIGHLIGHTS:**

**Staff updates:** Meet Angie Crewse, Data Manager (page 3)  
**Disability Awareness:** Employment in the spotlight (page 4)  
**Resources:** Information to help yourself or others (page 6)  
**Event News:** Personal Care Needs Drive (page 7)



## More from **MOORE**

*By Executive Director  
Cindy Moore*

Merry Christmas and Happy New Year! I think this will cover best wishes until the next newsletter comes out....hope you had a good holiday season. Seems like the calendar pages just fly by. Who would have thought we would be writing 2018 on our paperwork!!? Come by the office – you won't have to get out of your car to see the work staff put in on decorations. Some deer on one side and our tree on the other; it looks very Christmas-y!

As I have reported in the past, the funding for the upcoming year is not what we would have wished. However, we will do the best we can with what we receive. Some programs will have to be reduced or cut but this office is still optimistic. Once the legislators are back in session, various people associated with Independent Living Centers will be in the halls of the state capitol educating our elected officials about the needs of the disabled. Watch for any developments in future newsletters.

I wanted to emphasize that we have interests all over the state, and staff which follow disability news, trends etc. Just remember 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 Dept. and Consumer Directed Services Dept. (in-home aides), this office has 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!

Reflect on what you can be thankful for. I'm hoping the collective efforts of many CILs will reach those who have direct influence on the programs that this Center wants to provide. Thinking of you during this holiday season!

Regards,  
Cindy



(TIMMY PEOPLES - continued from page 1)

But it wasn't always an easy path for him to even attend public school. Brenda fought persistently to make sure he had educational opportunities equal to his peers.

She said their family was living in the West Plains area when Timmy was born, and as he approached school age there was resistance from the school district where they lived to provide him with an education, so he got a late start going to school. The district did send a tutor to their home, but it was for very limited hours of instruction each week. Then the family moved to Colorado for a while, and Brenda said she had her eyes opened to the possibilities.

The schools in Colorado offered things like occupational therapy and provided many other opportunities. Officials there could hardly believe what limited options there were in Missouri. Brenda said they told her not to settle for anything less than what a bright kid like Timmy deserved and that his CP should not be a factor in his education.

The family didn't stay long in Colorado, but it was enough to give Brenda the drive and ammunition she needed to advocate for Timmy's education. They moved back to West Plains and even with Brenda's offer to take him to and from school and pick him at noon to take him home for lunch, again there was resistance to letting him attend classes. But she didn't take no for answer, and he went to school.

Then the family moved to the Glenwood District south of West Plains. Bob Arnold was the principal, and Brenda said he was always an advocate and supporter. Since Timmy had been bumped around in the public schools, he was behind and ended up being placed in his younger brother's class, but there was no going back from then on. Brenda said that Bob made sure Timmy received a good elementary education and paved the way for his entry into West Plains High School. Brenda said there was a rocky start, but once he got into regular classroom settings, he had a good school experience.

Timmy said he's glad he went to school when he did because he had friends to help him, including football players who carried him in his wheelchair up and down stairs.

As hobbies, Timmy says he enjoys spending time on his computer and watching TV, especially sports. He is also a follower of politics and is eager to talk about how people with disabilities still face obstacles in spite of the progress that's been made. "People who don't have a disability or don't have a family member with a disability often don't understand what it's like and don't always try to understand," he said.

"Everyone needs to have more understanding for each other," Brenda said. "All of us, no matter what."

CDS is funded through Medicaid, and while OIL is a facilitator for the program, personal care attendants do not work for OIL, they work for the consumer. Different kinds of self-directed care programs are available in some other states, but they vary widely in how they are administered and who they serve. "I really like the CDS program," Timmy said. "It should be nationwide."



## October Was Disability Awareness Month

# Shining a light on Inclusion and Awareness



West Plains Mayor Jack Pahlmann signed a proclamation announcing recognition by Ozark Independent Living of October as Disability Awareness Month. Joining some of our OIL staff members at the signing were representatives of a few of the other local organizations and agencies who serve or are part of the Disability Community, including from Newton's Agency; Vocational Rehabilitation - West Plains; and Preferred Family Healthcare - Employment Services. We are happy to partner with these organizations and others to help advocate for more inclusion and accessibility. **The Independent Living movement affects everyone!**

OIL celebrated October as Disability Awareness Month, joining with others in the community to recognize that having a disability doesn't define an individual; it's only one part of who a person is.

At the national level, October is also recognized annually as Disability Employment Awareness Month, with the purpose being to educate about disability employment issues and to celebrate the many and varied contributions of America's workers with disabilities. This year's theme was "Inclusion Drives Innovation."

"Americans of all abilities must have access to good, safe jobs," said U.S. Secretary of Labor Alexander Acosta. "Smart employers know that

including different perspectives in problem-solving situations leads to better solutions. Hiring employees with diverse abilities strengthens their business, increases competition and drives innovation."

One of OIL's core services is to advocate for those with disabilities and for the independent living movement. Pursuant to that, we want to help spread the important message that the perspective of individuals with disabilities must always be valued and respected. Inclusion in the community at all levels, including the workforce, is a big win for all.

Employers and employees can learn more about Disability Employment at [www.dol.gov/ndeam](http://www.dol.gov/ndeam).

**See employment resources on page 5, in the "Inclusion Summit" story.**



## New Staff



**ANGIE CREWSE** - Angie has recently joined OIL as our Data Dept. Manager. Angie's goal as Data Manager is to ensure that information flows securely and in a timely fashion to and from the organization as well as within. Angie says she has learned to embrace technology and change, and she encourages others to have a positive approach to change as well. "I know time is precious in everyone's world, but taking

some time to learn and use new features and technologies will help you continue to grow to make sure you stay relevant in an ever-changing world."

Angie was raised in West Plains and continues to make her home here. She is a graduate of West Plains High School and attended college at MSU-West Plains. She has been married to her husband Steve, who is employed at MODOT, for 12 years. They have two daughters. Their oldest, Kaylea Crewse, is a senior at West Plains High School, planning to attend college at MSU. Their youngest daughter is seven-year-old Harley Crewse. She attends second grade at Fairview Elementary and loves gymnastics.

Prior to joining the OIL staff, Angie worked at Ozark Action, Inc. where she was the Disaster Relief Job Coordinator. She says, "In this position I found workers to work in our seven counties along with the county workers to assist with the flood damage. We were working on flood damage from 2015 when the flood of 2017 came. I was honored to assist our County Commissioners and to have a great team that did an amazing job for our community during that time."

As far as her outlook on life, Angie says she has learned that every thoughtful act of kindness really counts and goes a long way. "It does not matter whether it's for a few minutes or an ongoing opportunity, you can make a difference. Everyone can find a way to share their passion with their community. Doing something nice for someone else humbles you and can provide a fresh perspective on life."

Welcome aboard, Angie!

## Staffer Spotlight

### SHELLEY SURFACE Office Manager

*Shelley Surface is the Ozark Independent Living Office Manager and the one who really keeps everything going in good working order for all of us in every department. She has been working here nine years, and we all appreciate her organizational skills and attention to detail. Here's a bit more about Shelley:*

Shelley was born and raised West Plains. She is a graduate of West Plains High School and lifelong resident. She has been married to her husband Mark, a local electrician, for 33 years. They have two daughters. Their oldest, Ashley, recently became engaged to a young man named Darrin, and they will be getting married during the first part of next year. Their youngest daughter Britney is married to Tim, and they have two children Westin, who is 5, and three-year-old Macy. Shelley says, "My family is very important to me, and I treasure every minute that I get to spend with them."

Prior to joining the OIL staff, Shelley worked at the Howell County Circuit Clerk's office and before that she had been employed in the West Plains R-7 School System. The first year that Shelley worked at OIL, she was a CDS Coordinator for the Texas County area. "I really enjoyed getting to know the Consumers that I had in that area and getting to help meet their needs," she says.

In October of 2009 Shelley became Office Manager/Administrative Assistant and has maintained this position to this date. She says, "I enjoy visiting with the people who come into our office and helping them with their questions."

In addition to spending time with her family, Shelley says she loves to walk and also reach out to people in their time of need. "Everyone is facing some kind of battle, and if you treat people the way you want to be treated you can't go wrong! Things are changing all around us, but I find that if we keep our focus on what truly matters, things will usually work out."

**OIL will be closed December 25 through January 1 for the winter holiday season. We'll be back in the office on January 2.**





# Celebrating Community Partnerships

## 2nd Annual Inclusion Summit



*Inclusion Summit keynote speaker Carey Portell of St. James, Mo., with Tara Weaver of Preferred Family Healthcare, West Plains, one of the sponsoring agencies of the event.*

## "Empower, Engage, Employ"

The "Empower, Engage, Employ: Work Without Limits" Second Annual Inclusion Summit was held Oct. 19 at the Ozarks Small Business Incubator.

The aim of the summit is to help make employers aware that many potential workers – those with disabilities, veterans, individuals who were formerly incarcerated, low-income/homeless individuals – deal with potential barriers to employment that can be overcome through support from a broad array of agencies and programs, including:

- **Vocational Rehabilitation** (helps people with disabilities find work). Contact Vanee Emerick, 417-256-5131.

- **MERS Goodwill** (provides training/placement program for low-income, over 55). Contact Gretchen Morse, 314-647-7453.

**(NOTE: Non-profit organizations who need workers can get employees at NO COST through MERS.)**

- **Missouri Career Center** (helps anyone find jobs, including veterans and ex-offenders). Contact Teri Ebel, 417-853-4418.

There are many benefits for employers to be more inclusive in their hiring practices. Following is a link to an excellent article on the topic by Lance Robertson, Administration for Community Living (ACL) Administrator and Assistant Secretary for Aging, <https://www.acl.gov/news-and-events/acl-blog/national-disability-employment-awareness-month-removing-barriers-and-low>

Robertson also said, "As a country, we miss out when people with disabilities don't have the chance to contribute as colleagues, business owners, and taxpayers."

One of the statistics shared at the summit, is that the unemployment rate for those with disabilities hovers around 80 percent.

## A Spirit of Sharing



We love community partnerships! A while back, Ozark Independent Living was the recipient of a lovely gift of handmade knit caps. There were more than we could use, so we kept a few (which are slightly larger) and passed along the kid-sized caps to Ozark Action, Inc. Head Start. We delivered them recently, and some of the kids are modeling them in this photo.

What a treat to see these sweet, smiling faces!

## Disability Awareness in other counties



October was proclaimed Disability Awareness Month in Ozark County. Commissioner John Turner, OIL Marketing Specialist Terry Hampton and Commissioner Greg Donley are shown here. Not pictured: Commissioner Gary Collins.



Oregon County Commissioners also designated Disability Awareness Month in October. From left: Terry Hampton with commissioners Jason Kemper, Patrick Ledgerwood and Jon Hollis.



## Events & items to note...

### Personal Care Needs Pantry Thank you, St. Mary's Church

While there are always opportunities to complain, there are so many more reasons to be thankful. Ozark Independent Living is thankful for St. Mary's Catholic Church, West Plains. We put out a call for items to stock our Personal Care Needs Pantry, and the Parish has answered. Father Shoby and Office Manager Ann Hall recently dropped off these wonderful items. We are so grateful for the Church's spirit of generosity!

### From St. Mary's Church!



### Gratitude is riches. Complaint is poverty.

- Doris Day

Doris Day is a legendary American actress and singer. At 95 years old she continues to be active in the causes she supports. Her website is [www.dorisday.com](http://www.dorisday.com) for anyone interested in taking a "Sentimental Journey" into her long and successful career.



We had a great time at the **Shady Oaks Healthcare Health Fair in Thayer**. Met lots of nice folks, including Madison Sims, RN, who is MDS Coordinator at Shady Oaks, and winner of the door prize given away by OIL.

MSU-WP student Abe Gehrke, Seymour, was the winner of some "Grizzly Gear" given away by OIL in a drawing held following **MSU "Sample West Plains,"** sponsored by the Office of Student Life & Development to provide an opportunity for businesses and organizations to showcase products and services to new and



returning students during Welcome Week. OIL Independent Living Services Manager Kathy Bauer, shown at left, attended Sample West Plains, along with CDS Manager Glenn Cargile.



OIL Marketing and Independent Living Specialist Terry Hampton and Independent In-Home staffer Wendy Dunkin attended the recent Mtn. View Health Fair. Terry demonstrated TAP telephones and Wendy did blood pressure checks.

OIL also attended the Alton Senior Center Health Fair and finished the fall Meet and Greet schedule with visits to senior centers throughout our service area. **Meet and Greets will start again in the spring, but anyone wanting information about adaptive phones can call Terry at 256-8714.**

## Newton's Agency

Call us today  
417-257-0954

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

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

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



# 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.**

## Seeing AI “Talking Camera” app

In a recent issue of “Independence Today,” Deborah Kendrick gave a product review of a free iPhone app, “Seeing AI” for users who are blind. It features short text reading (for things like business cards) and longer document reading. It also features a barcode reader for product identification and information along with a “person” channel. It is the brainchild of Microsoft developer Saqib Shaikh, who is himself blind. Kendrick says the app has “capabilities that astonish even a seasoned techie....Even if you aren’t blind or visually impaired, this is a feel-good development at a time when most of us are pretty desperate for a reason to smile.”

## Interagency Council meetings

OIL takes part in Interagency Councils throughout our seven-county region. The councils are comprised of non-profit and charitable groups working together to find resources for the communities they serve. If anyone would like information about your area council, call Terry, 256-8714, and she can provide local contact information.

## LIHEAP (Energy Assistance)

Ozark Action (OAI) is offering its annual LIHEAP (Low Income Home Energy Assistance Program) which includes EA (Energy Assistance) and ECIP (Energy Crisis Intervention Program). The program is for all low-income families/individuals, but its primary aim is to serve the elderly and people with disabilities. Depending on income, household size and heating source, the EA assistance can be up to \$450 (total, for the winter) and ECIP can be up to \$800.

Elderly and Disabled applications have been under consideration for payments since November 1. Other low-income applicants have been considered for payments beginning December 1.

Those who need additional information about the program should call OAI, 417-256-6147

OAI serves all of the counties served by OIL except Shannon. The South Central Missouri Community Action Agency (SCMCAA) 573-325-4255, serves Shannon and six other counties with basically the same services.

## Salvation Army Bell Ringing

Recently, some Ozark Independent Living staffers took a turn ringing the Salvation Army bell. The familiar red kettles will be out through Dec. 23, and volunteers are still needed for bell ringing in West Plains and the surrounding areas.

This year, for the first time Ozark Action (OAI) has taken over organizing the volunteer effort. Time slots available to ring bells are weekdays, 3 p.m. - 8 p.m., and Saturdays, 10 a.m. - 8 p.m. Call Kay Mead at OAI, 417-256-6147, to schedule a time to ring the bell. It's always fun and for a great cause, as **85 percent of the money raised stays here to be used in our local communities** to do all kinds of things such as this past year helping an MSU-WP commuter student with a car expense or paying utility deposits. Last Christmas season, West Plains raised over \$41,000. Let's see if we can do even better this year!



CDS Manager Glenn Cargile was one of several OIL staffers who rang the bell recently. Angie Crewse, Kathy Bauer and Terry Hampton also rang along with other friends and helpers, including the Brad Wickham family.

## TAP Phones for those with Disabilities

If you have impairments which prevent you from communicating on a regular phone, contact us to see if you qualify for a free landline (or 'wired line') phone.

We have a demonstration center and an OIL representative also visits senior centers in our area twice a year to talk about available services and to demonstrate **TAP adaptive phones**.

Call Terry, 256-8714, for more information.





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 "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](mailto: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



*Happy  
New Year*  
**All our best wishes to  
you and yours!**