

# THE PIPELINE

The newsletter from OIL

Volume 24,  
Issue 3

Third Quarter  
2019



## FIVE CORE SERVICES:

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

## MISSION:

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

## 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.

## Disaster Preparedness Course

# Plan. Prepare. Protect.

Catholic Charities of Southern Missouri (CCSM) has recently partnered with Ozark Independent Living to provide two critical life-saving disaster preparedness classes. One was held in July and the other one in September. Attendees listened to CCSM Director of Disaster Preparedness and Response Shea Lane as he outlined the importance of a number of issues associated with what should be done to be ready for a natural or manmade disaster.

At the end of the presentations, each individual/family received a disaster kit which included an integrated flashlight and hand-crank AC/DC-powered radio;

portable first aid "to-go" kit; hygiene kit; Mylar blanket; illumination stick; waterproof matches; and other products designed to work together as a cohesive system for thousands of possible situations.

The information, training and kits were provided free of charge through CCSM's "Plan. Prepare. Protect." curriculum rolled out in January 2019 as part of a four-state disaster-preparedness collaborative to provide disaster training for community groups, with the emphasis to reach out to vulnerable populations.

*CONTINUED on page 7*

*Surinder Datta,  
Carol Datta  
and  
George Myers  
were among  
the 65  
participants at  
the July 31  
Plan. Prepare.  
Protect.  
disaster  
preparedness  
presentation.*



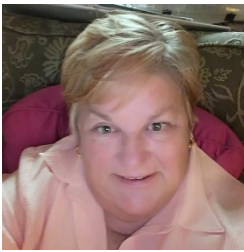
THE  
RIGHT  
TALENT,  
RIGHT  
NOW

## INSIDE HIGHLIGHTS:

**National Disability Awareness Month:** in October (page 2)

**Tim Gaines:** State Voc Rehab official visits OIL (page 4)

**Hearing Aids:** New resource for low-income Missourians (page 6)



## More from **MOORE**

*By Executive Director  
Cindy Moore*

Can our office assist you in some way or do you have a friend/family member with a disability who needs some information? Our ILS Department, Consumer Directed Services Department or transportation manager will attempt to help. Look for the striped canopy at 109 Aid Avenue!

We were successful in applying for, and receiving, a grant to help us with our transportation needs. We have an accessible van and another that is not. Our van driver is so good to us; going where consumers need to be. For now, trips have to be limited to medical appointments and cannot be in West Plains. The city already has a transit system that consumers need to utilize. Call to find out more.

Our office just got in some new brochures for 211. This is a program for information. Just dial 211 and a person will guide you to the right spot for services. Also, take a look at OIL's website. [www.ozarkcil.com](http://www.ozarkcil.com) gives an overview of what this office is all about. Remember that there is a Center for Independent Living for every county in the state. Every office is connected in sharing information to help YOU!

Regards,  
Cindy

## OCTOBER

### National Disability Awareness Month

*By Newsletter Editor Terry Hampton*

October is designated each year to raise awareness of disability issues and to encourage employers to have a better understanding of the benefits of hiring individuals with disabilities.

The U.S. Department of Labor Office of Disability Employment Policy (ODEP) promotes the month. It also all year long sponsors policy development and technical assistance resources such as:

- Employer Assistance and Resource Network on Disability Inclusion (EARN)
- Job Accommodation Network (JAN)
- Partnership on Employment & Accessible Technology (PEAT)

These programs are for employers to find out more about hiring workers with disabilities and the resources available for helping make that happen.

More and more industries are discovering that it makes good business sense to hire individuals with disabilities, and it makes society and the economy stronger, too. But ODEP statistics show Disability Employment lagging far behind. July 2019 stats for Labor Force Participation (ages 16 and over) show 69.2% for people without disabilities but only 20.8% of people with disabilities are working. It's time to change that. Hiring individuals with disabilities is the ultimate win-win.

*For more information about these programs and others, see the website [dol.gov/odep/](http://dol.gov/odep/)*

# THE RIGHT TALENT, RIGHT NOW

National Disability Employment  
Awareness Month

#NDEAM | [dol.gov/odep](http://dol.gov/odep)



**Join OIL on Oct. 9  
as we observe  
National Disability  
Awareness/  
Disability  
Employment  
Awareness Month**  
with a proclamation  
signing.

Stop by OIL's office, 109 Aid Avenue, on the 9<sup>th</sup> and show your support by being in the group photo we'll be taking. Watch our Facebook page for the specific time or give us a call after the first of the month when details have been finalized.



# Staffer Spotlight

## AMANDA FOSTER

### Consumer Directed Services Coordinator

Amanda Foster joined the OIL team three and a half years ago in February 2016 as a CDS (Consumer Directed Services) Coordinator. As a coordinator, Amanda monitors individual consumer's CDS service and serves as an advocate and/or liaison between consumers and the state. She also provides monitoring overview of timesheets, care plans and the consumer's responsibility as the employer of his or her attendant(s), offering guidance when necessary.

Amanda says, "I was born in Indiana, grew up in Iowa and moved to the Ozarks as a teen. I truly love the Ozarks and love spending my spare time discovering all that is unique about the area. I also enjoy camping, hiking, and road trips with my kids as well as feeding my passion for music as much as possible. I graduated from West Plains High School and went on to attend Southwest Baptist University in Mtn. View where I received a Bachelor's of Science in Psychology in 2015. Before joining Ozark Independent Living I worked with the elderly and disabled for many years, in both long-term care and home health settings, so improving the lives of others has always been important to me. Being a part of the OIL family has connected me to this area and to my community in ways I never imagined, and I couldn't be more proud to work with such a wonderful group of people."

## Basic Sign Language continues to be a popular class

OIL has sponsored basic Sign Language (SL) instruction many times over the years. A class recently concluded with 27 people from seven communities participating. Another six-week session is currently in progress. Sue Cawthron provides the instruction.

Class members give various reasons for wanting to learn SL basics. Several have friends or relatives, including children or grandchildren, who are autistic, hearing-impaired or have other special needs. One woman who took the class with her husband said, "Having an adult deaf granddaughter, my husband and I signed up for the class to communicate with her. We also want this 'special' way to converse with each other." And like the other students, she praised the instructor. "Sue is a great teacher along with being knowledgeable and very pleasant."

Some of the attendees work in jobs/as volunteers with children and adults who are deaf, hard of hearing or non-verbal. One, who teaches Sunday School, said, "I took the class to help me teach signs to my pre-schoolers. We have several songs we sign and we are learning more. I have enjoyed the class and was surprised to have so much covered in just a few weeks."

To be placed on a waiting list for the next class (which will likely be in spring 2020) or for more information, call Kathy Bauer at 256-8714.



**Sign Language class participants from OIL's summer session.** (From West Plains unless otherwise noted.) FRONT ROW, from left: Jordan Arnett, Dora; Julie Schofield, Gainesville; instructor Sue Cawthron; Jean Schaeffer; and Penelope Anderson, Willow Springs. SECOND ROW: Nanni Jordan, Gainesville; Kelli Neel, Willow Springs; Wanda O'Hara; Sabrina Peterman; Ann Jones; and Beverly Dye, Bakersfield. BACK ROW: Lee Brown; James Panetta, Houston; Othniel ben Emunah; Wanda Panetta, Houston; JoAnn Jones, Solo/Elk Creek; and Art Jones. Other students not included in the photo are Marie Whiteside; Barbara Meyer; Kimberly Churchill; Anna and Hazel Dyer; Cindy Green; Lisa, Serenity, Sharen, and Josh Gordon of Peace Valley; and Sydney Watkins, Dora.

## Touring the State – Vocational Rehab Visitors



*Tim Gaines, OIL Exec. Director Cindy Moore, Chris Clause.*

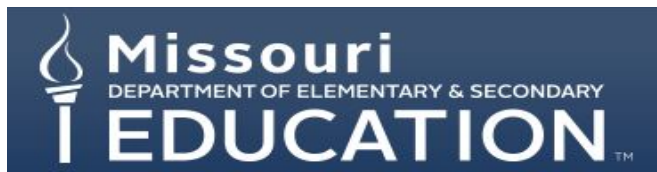
Tim Gaines and Chris Clause with the Missouri Department of Elementary and Secondary Education Vocational Rehabilitation (VR) central office in Jefferson City recently stopped by for a visit at Ozark Independent Living.

Tim is in the process of visiting all 24 VR offices in the state and said he also has a goal to make stops at the 22 Centers for Independent Living (CILs). He has been with VR almost 37 years, but in June of 2018, he took his current position as the Assistant Commissioner in the Office of Adult Learning and Rehabilitation Services. Chris is the coordinator for Program Development and Consumer Affairs.

Tim said by visiting CILs in the state he hopes to learn more about IL programs and resources. "Every center is different and unique," he said. "It's important for me to learn about the Independent Living philosophy and more about what the Centers for Independent Living are doing across the state to empower people with disabilities to live independently."

He said he was glad to have the opportunity to visit OIL, and we appreciate that he and Chris stopped by to meet OIL staff and visit about the services we provide.

*Centers for Independent Living in Missouri are funded by a grant through VR. See more about services offered through VR on the Agency and Community Partnerships page.*



Are you living with Anxiety or Depression?

PLEASE DON'T FACE IT ALONE. FIND SUPPORT.

## SUPPORT GROUPS START SOON

**Ozark Independent Living will be hosting two support groups this fall.**

**One is for those living with anxiety and another for those living with depression.**

These groups are open to everyone who is interested in attending. There is no charge for the sessions which will be facilitated by Ina Bates, MSW, ACSW (retired).

### **THE ANXIETY GROUP**

is scheduled to be held from 1 to 2 p.m. on Tuesdays for four consecutive weeks beginning Oct. 15 and continuing through Nov. 5.

### **THE DEPRESSION GROUP**

is scheduled to be held from 1 to 2 p.m. on Nov. 12, 19 and 26 and Dec. 10. (No session on Dec. 3 due to scheduling conflict.)

Materials will be provided to attendees and light refreshments will be served. Anyone wishing to attend these groups should call Kathy Bauer at OIL, 256-8714, for location information and to be registered.

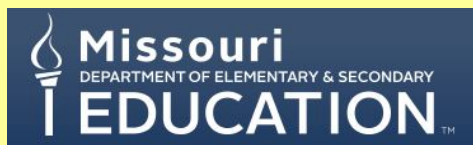
Other topics being discussed for formation of Peer Support groups include possibilities such as COPD, Diabetes and for amputees.





# Agency and Community Partnerships

## Mo. Department of Elementary & Secondary Education – Vocational Rehabilitation



Mo. Vocational Rehabilitation (VR) serves eligible Missourians who want to obtain, maintain or advance in employment. To be eligible for VR assistance, a person must:

- have a physical or mental impairment that constitutes a substantial impediment to employment
- require vocational rehabilitation services to prepare for, secure, engage in, retain, advance or regain employment.

There is no age limit for eligibility except that the individual must be of employable age. **In OIL's service area, contact the West Plains office at 417-256-8294 or toll-free 877-222-8959** to apply or for more information.

VR provides a wide range of services. An individual and their VR counselor will determine which services are required to help that person become employed. At all stages of the VR program, participants are provided vocational information and guidance allowing them to make informed choices regarding employment.

### Types of services that could be provided include:

- pre-employment transition services for high school students with disabilities
- vocational exploration to determine what services are required to become employed
- guidance in choosing suitable employment
- individual counseling during the rehabilitation process
- time-limited physical or mental restoration services
- assistive devices (such as artificial limbs, wheelchairs or hearing aids) that increase an individual's ability to work
- vocational training to prepare for employment, such as tuition and fees as well as books/supplies for education in a college, trade school, on-the-job training program, etc.
- supported and/or customized employment
- transportation costs necessary to participate in training
- job-related tools and licenses when ready to go to work
- help in developing job-seeking skills
- assistance in finding a job in a competitive, integrated setting

## THAYER HIGH SCHOOL

### Introducing a new Life Skills and Transition Program

A collaborative effort between OIL and Thayer High School began this fall with Mark and Charla Shrable, teachers at Thayer who work closely with special needs students. OIL Independent Living Manager Kathy Bauer and Independent Living Specialist Jill Lawson met with the Shrables before the school year began and were given a tour of the new addition to the school and the new Life Skills Kitchen, Daily Life Skills Classroom and kiosk for the new coffee shop.

OIL has made a contribution toward start-up needs for the project and Jill is providing four hours of assistive training services weekly to this program which includes three of OIL's core services: Life Skills Training, Peer Support and Youth Transition. These basic classes are being offered to the students for the 2019-2020 school year, with some other goals still in the planning and implementation stages.

#### Projects include:

**Life Skills Training** which features a model studio apartment to teach housekeeping, meal planning and

preparation, laundry duties, budgeting, etc.

**Coffee/Snack Kiosk** at the high school to be run by students in the special needs class who will learn to work as a team, have responsibilities for certain duties, serve customers and sell items from the shop. Open before school, noontime, and eventually perhaps at other times, including at school activities/functions.

**Daily Life Skills (STEM)** activities will be utilized to develop skills students need for everyday life and entry into the job market. Problem-solving, creativity, flexibility, interpersonal relationships, communication, exploration, curiosity and public speaking are among the abilities students will employ through hands-on tasks/activities inside the classroom, as well as during open demonstrations to the student body, faculty and administration.

OIL is pleased to play a small role in helping the project get up and going, and we wish the students in the program all the best as they prepare to transition out of high school into full participation as members of the community!

# 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 our readers' own investigation.

## MCDHH Launches Hearing Aid Distribution Program

### *New Law Assists Missourians with Hearing Aids*

The Mo. Commission for the Deaf and Hard of Hearing (MCDHH) has announced the inception of a new Hearing Aid Distribution Program for low-income Missourians. The program began accepting applications from individuals interested in obtaining hearing aids at the end of August.

Dr. Opeoluwa Sotonwa, Executive Director of the MCDHH, said, "The commission hopes to positively impact the lives of those who need hearing aids, so that they can be more engaged citizens and involved to a greater degree in their communities."

Missouri Governor Mike Parson signed Senate Bill 101 into law on July 11. The measure creates a statewide hearing aid distribution program for Missourians whose income is at or below the federal poverty level.

**The Hearing Aid Distribution Program application is available online at**

<http://mcdhh.mo.gov/hadp>. The Hearing Aid Distribution program application is available for printing, but it must be submitted by US Mail only, not online (for security purposes).

Interested applicants may direct questions to Kristin Funk, Hearing Healthcare Program Manager, at [Kristin.Funk@mcdhh.mo.gov](mailto:Kristin.Funk@mcdhh.mo.gov) or (573) 526-5205/ Toll Free 855-783-3177. Those needing an application in another format or wanting a hard copy mailed to them, should also call Dr. Funk at either of these numbers.

Dr. Funk says, "Generally, the financial qualifying criteria is 'at or below the federal poverty level guidelines' found at <https://aspe.hhs.gov/2019-poverty-guidelines>. However, I encourage everyone to review the Hearing Aid Distribution Program (HADP) application because financial eligibility can depend on a number of factors including their 2018 tax return and/or other expenses/losses that they might have had."

## OIL Consumer Directed Services

Helping individuals with disabilities to live at home and avoid nursing home admission

### ABOUT OIL CDS ELIGIBILITY

#### **To be eligible, a person must:**

- Be currently Medicaid active
- Be at least 18 years of age
- Have a physical disability
- Meet need-assessed Level of Care
- Be willing and able to hire, direct and supervise a caregiver (attendant)
- Live in Howell, Oregon, Douglas, Wright, Shannon, Ozark or Texas County

Contact Glenn, 256-8714, for more information.

### WHO CAN BE MY CAREGIVER?

#### **To be eligible to give care, an attendant:**

- Must be at least 18 years of age
- Must be able to perform assigned duties
- Must pass a background check
- Can be a friend or family member, but not a spouse, or an individual already on OIL's approved available attendant list

*(If you are currently providing care to a consumer and would like to possibly work for other consumers, too, please contact OIL, 256-8714, and ask for Pat.)*

### **U.S. Department of Labor – Office of Disability Employment Policy (ODEP)**

The website [dol.gov/odep/faqs/](http://dol.gov/odep/faqs/) provides answers to many questions posed by organizations, individuals and employers about resources for individuals with disabilities who are seeking employment or wanting information about opportunities for educational advancement to help secure better employment opportunities.

### **OIL provides Five Core Services for individuals with disabilities:**

- Information & Referral to assist individuals in making informed decisions
- Life Skills Training for self-sufficiency and empowerment
- Advocacy/Self-Advocacy for Disability Community
- Peer Support learning from others with disabilities
- Transitioning from a nursing home or from school into the community

## Events & items to note...

### "Meet and Greet"

An OIL representative visits senior centers in our area approximately twice a year to talk about available services and to demonstrate TAP adaptive phones. The phones are free to qualified recipients who have hearing or vision impairments or other disabilities which make it difficult to communicate on a standard phone. To be eligible, individuals must also have existing phone service, as only the phones are included in the program, not the service.

**The next one is set for 10:30 to noon, Oct. 17 at the Thayer Senior Center, 100 Chestnut St.** Anyone, regardless of age, who has trouble communicating on a standard phone is welcome to attend to find out more about the program.

### **A call for Vendors & Volunteers... Downtown in December**

The West Plains Downtown Revitalization Board (WPDRB) is issuing a save-the-date invitation to residents of West Plains and surrounding communities for the second annual "Downtown in December" Festival set for 5:30 p.m. Dec. 14.

The reason WPDRB officials are publicizing the event now is to ask churches, businesses, organizations and individuals to plan to be a part of the event. **Opportunities include for vendors to set up around the square and down Washington Avenue to sell seasonal wares, crafts and other items and for organizations and churches to host activities and provide entertainment.**

A visit from Santa Claus, a "Snowball Drop" with a chance to win prizes, commemorative ornaments free for the first 200 attendees, activities for children and letters to Santa mailbox are among scheduled activities. The highlight of the evening will be the 8th annual tree lighting on the courthouse lawn, introducing a new, musical tree.

**Anyone interested in being a vendor** can either message the "West Plains Downtown Revitalization" Facebook page or go to [www.westplains.net](http://www.westplains.net) where a form is available to download and mail in. Vendors will be asked for a \$10 space reservation fee which will be refunded once they show up and participate in the event.

**Those wishing to volunteer** to help at the festival should contact Erin Walters at [eryn.walters@westplains.net](mailto:eryn.walters@westplains.net).



### **Plan. Prepare. Protect.** CONTINUED from pg. 1

Catholic Charities is able to provide our community with this resource material and disaster kit, and OIL is happy to help facilitate the presentation. We have been pleased by the interest on the topic of preparedness in the case of emergency situations. We certainly hope that none of us will need to use this information, but it is comforting to know that people are being more equipped to help themselves in times when outside help might not be available to them right away.

Special thanks also to the West Plains Public Library for hosting the presentations.

*CCSM works closely with city and county emergency management programs and centers for independent living in 39 counties across Southern Missouri to provide this disaster preparedness training.*



*CCSM Director of Disaster Preparedness and Response Shea Lane talks about the contents of a home disaster preparedness kit. Included in the kit provided at the presentations was a can of Spam, an example of the kind of non-perishable food item which should be a part of every kit. It is recommended that every household have enough emergency supplies (food, water and other essential items) to be self-sufficient for a minimum of three days.*

### **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.*





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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 any 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  
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MO 65775

## The Great Central U.S. ShakeOut

Millions of people worldwide will practice how to Drop, Cover, and Hold On at 10:17 a.m. on October 17 during Great ShakeOut Earthquake Drills.

You can join them by registering for the 2019 Great Central U.S. ShakeOut. Participating is a great way for your family or organization to be prepared to survive and recover quickly from big earthquakes – wherever you live, work, or travel.

Find out how to be included by visiting the website:  
[www.shakeout.org/centralus/](http://www.shakeout.org/centralus/)