



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

E-MAIL:

info@ozarkcil.com

OFFICE HOURS:

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

Serving coffee and learning new skills

Thayer High School Java Cats

Java Cats is a student-run, school-based, enterprise coffee shop which serves beverages during certain school hours and at various school events. They took their show on the road in February and stopped by to serve fresh coffee, hot chocolate and cappuccinos to OIL staffers. The beverages were tasty and the students did a great job. While in West Plains, they also visited local coffee shop, "Higher Grounds," to see a full-service business in operation.

Java Cats is part of a Life Skills Training program which is new to the Thayer district this year. OIL is proud to partner with the program to offer some assistance, including weekly visits to Thayer by OIL Independent Living Specialist Jill Lawson. We congratulate everyone involved in making it happen. It's a super program!

Java Cats



The Thayer High School Java Cats on a recent visit to Ozark Independent Living. From left: Levi Archer, Klayton Smith, Max Fitzhugh, Jaclyn Campbell, Halie Sacra, Victoria Osborn, Robert Wrenfrow and Zach Miller.

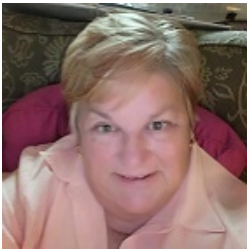


INSIDE HIGHLIGHTS:

Annual Art Show in May: Get your entries ready!

ADA 30-year anniversary: Save the date for a celebration

RAM: Free two-day medical, dental, vision clinic in Alton this May



More from **MOORE**

*By Executive Director
Cindy Moore*

Corona Virus!! Wow, that's all we hear on the news anymore. Help yourself – call your local health department and ask for tips on prevention. Mainly, wash your hands and don't touch your face. We can all hope that this will die out as summer starts. That's when everyone will want to be outside. Hiking trails, fishing, boating... Missouri's Conservation Department is a great source for information and ideas on what to do. Get a list started!

Of course legislators are working on Missouri's budget. This time of year always has our attention! Departmental funds affect our office.

I want to emphasize that we have interests all over the state, and staff who follow disability news, trends, etc. 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 (in-home aides), 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).

Looks like spring is nearly here....lots of crocus, daffodils and buds on our lilac bushes. Such a beautiful time – try to get out and enjoy it.

Regards,
Cindy

Be Aware of Scams

By Newsletter Editor Terry Hampton

We've all heard it, but it bears repeating that scammers are increasingly **using phone calls, emails** and even **texts** to impersonate government officials in an attempt to steal money and personal information by claiming to represent a government agency such as Social Security, the IRS or the Dept. of Health and Human Services.

Some even "spoof" their phone number or email address to look like the call or email is coming from a legitimate government source. They tell people they've "won the lottery" sponsored by the federal government, for example, or "owe a debt" to the IRS that must be paid back immediately. They may even claim that a person's social security number has been linked to criminal activities and suspended, and all they have to do to reactivate it is to confirm the social security number. They will often use threats of arrest or harsh legal action to create a sense of panic, and demand payment via wire transfer or gift card. With tax season and the census, scam attempts will likely increase.

Here is what we all need to remember:

1. The government will NEVER call out of the blue and ask for a social security number.
2. The government will NEVER ask for payment by gift card or wire transfer.
3. Social security numbers cannot be suspended.

- If you are ever suspicious about a call, hang up.
- Never click on an e-mail link or attachment unless you fully trust the sender.
- Never pay someone you do not know via gift card or wire transfer.
- Always be cautious about giving out your personal or financial information, including your Medicare or Social Security numbers, or any banking information.

Be AWARE. Be CAREFUL. Don't be taken advantage of!



OIL recently received a generous donation from the Gammill Family Foundation. Stace, Joan and Ken Gammill stopped by OIL to make the presentation. Accepting in the photo is OIL Executive Director Cindy Moore.

We are grateful for the Gammill family's support and contribution.

Thank you!!

New Staff



TRACY CALE

Ozark Independent Living is pleased to welcome **Tracy Cale** who began working as a Consumer Directed Services (CDS) coordinator on March 2.

Tracy was born in Houston, Texas, and raised in Tyler, Texas, where she also met her husband, Clay. They have been married 36 years and have two sons, Adam and Alex.

Tracy says, "I have five beautiful grandchildren: Sebastian, age 8; Harlow, age 5; Kingsley, age 3; Kynna, age 3; and Haven ('Havey'), age 2. I am one happy 'Mimi.' I also LOVE to read and love my two little dogs, Ava, a Pomeranian, and Louie, a four-pound Chihuahua, the newest addition to our family. They keep me laughing!"

Tracy and Clay moved to West Plains to pastor Trinity Worship Center about eight years ago. She says she loves the area and the people.

"I was born with an extreme compassion for others, so being able to make a difference in someone's life is something that drives me. There is something so fulfilling in the knowledge that you 'made a difference.' I have worked in the healthcare field for many years and have enjoyed it, but I was ready for a change – so here I am. Thank you to everyone for being so genuine and kind. So glad to be here!"

Welcome to the OIL team, Tracy.

Staffer Spotlight

GLENN CARGILE CDS Manager

Consumer Directed Services Manager Glenn Cargile is in the Staffer Spotlight in this issue of The Pipeline. Following is Glenn's bio.

Glenn grew up in Eagle Rock, Missouri, which is in the Cassville area where he graduated high school. After high school he attended College of the Ozarks where he received bachelor's degrees in Psychology and Sociology. While in college he worked for his grandparents in their liquidation business and retail shops in Branson and Eureka Springs. He also had joined the US Army Reserves after high school and served while in college.

Glenn says, "My first job in the public sector was with Burrell Behavioral Health where I worked in

the adolescent group home. I worked for Burrell/Cox Hospital for 15 years in various capacities in residential treatment. I ended my tenure as the Administrative Coordinator for their children, adolescent, young adult, and C-star programs. Thinking that I was going to do therapy, I got a Masters in Social Work at SMSU but ended up spending most of my career doing administrative and customer service."

Entrepreneurship was the next phase of his life, which began when he took over some rental property and a landscaping company. "Over the next 10 years I would develop Gold Medal Properties LLC into a holding company for which I managed my residential and commercial properties and did management for other landlords who lived out of state. Under this umbrella I owned and operated several businesses over the years to include landscaping, general contractor, remodeling, gymnastics and a spa. To help maneuver the many obstacles of being a small business owner, I went back and got a Master's in Business Administration with Webster University."

While he worked in the private sector he stayed connected with his roots in the public sector by serving on several boards and in other volunteer positions including the Workforce Investment Board (WIB), chaired Youth Council for WIB, served as a Surrogate Parent for D.E.A.S.E., as a Big Brother volunteer and CASA advocate.

Glenn said, "Several years ago I had an opportunity to sell a huge portion of my business, which I did and went on to sell the rest of my commercial and residential properties. I listed my house for sale, and it sold in two days. In 30 days I found myself without a place to live or a job so went to Pasadena California for a few months but ended up coming back to Missouri. I stayed at our cabin out CC Highway near Hammonds Mill, but since the cabin is primitive and winter would be coming, I found a house in West Plains and begin a nine-month remodel project."

After a year of semi-retirement Glenn went to work for SeniorAge as the Administrator for the Willow Springs Senior Center. "I worked there for six months before – and I quote 'was stolen away' by OIL."

Glenn's hobbies are traveling, working in his yard and taking day trips to hike nature trails. He says his 'bucket list' would be to travel from coast to coast in an RV, stopping at every national and state park along the way.

"I have been the CDS Manager for three years and every day is a new adventure. What I like most about my job is assisting others in navigating the system to get the help they need. I am an advocate for those who have limitation but still want to be able to live independently," Glenn said.

Art Show

Featuring Senior Artists and
Artists with Disabilities

May 23-31, 2020

West Plains Civic Center Mezzanine

During Operating Hours

100% accessible – Elevator Available

**This 8th Annual Art Show sponsored by Ozark
Independent Living**

**Time to get ready
for OIL's 8th
Annual**

ART SHOW!

While the show isn't until May, it's time once again to start thinking about entering the Ozark Independent Living Art Show Featuring Senior Artists (age 65+) and Artists with Disabilities.

Open to artists in Douglas, Howell, Oregon, Ozark, Shannon, Texas and Wright. Drop-off sites will be available in every county, beginning April 29, or art can be delivered to OIL office.

*Call Kathy Bauer,
256-8714, for more*

ART SHOW CATEGORIES

Painting (oil, water color, acrylic, etc.) • **Drawing** (pencil, charcoal, crayon, etc.) • **Photography**
Graphic Design & illustration (including coloring/activity books) • **Mixed Media/Other**
3-Dimensional (sculpture, jewelry, ceramics, etc.) • **Fabric** (sewing, quilting, knitting, etc.)

The trivia team sponsored by Ozark Independent Living won first place at the recent Missouri State University-West Plains trivia contest.

The team also won the table decorating/costume contest with a 'steam punk' Alice in Wonderland theme.

Terry Hampton, OIL Marketing and Independent Living Specialist, represented OIL on the team, recruited other members from the community and organized the table decorations.

For winning the trivia event, the team received t-shirts and items from the MSU-WP Grizzly store. For winning the decorating contest, the team was treated to dinner with MSU-WP Chancellor Shirley Lawler.

MSU TRIVIA NIGHT CHAMPS



OIL Trivia Team members, from left: Cody Sanders, Lane Schilmoeller, Farrand Crawford, Terry Hampton, Tracy Fenske, John Fenske, Bobby Marcak and Jay Ryan displaying the travelling trophy designating their first place win.

Agency and Community Partnerships

The fifth annual Project Homeless Connect (PHC) was recently held at Ozark Action in West Plains.



Two dozen area agencies took part in the event, including representatives of Ozark Independent Living. According to Ozark Action, organizer of the event, PHC is a national best-practice model to serve people who are homeless or at risk of becoming homeless.

Approximately 50 individuals attended the 'one-stop shop' of health and human services, which has as its overall goal to reduce barriers by improving access to services and housing.

Attendees identified as vulnerable were able to access a variety of services and find out about what else might be available to them. This included: medical and mental health care; assistance in dealing with substance abuse; help with housing, other benefits and legal issues; dental and vision care; help with getting birth certificates and photo identification; and food, clothing and haircuts.

Endurance Church Hosts 3rd Annual NIGHT TO SHINE PROM



Endurance Church of West Plains hosted its third annual "Night to Shine" Prom on February 7. Part of a larger movement, hundreds of such proms are held around the world each year. The events are described by sponsoring agency the Tim Tebow Foundation as "an unforgettable prom night experience, centered on God's love, for people with special needs ages 14 and older."

Ozark Independent Living is proud to support this wonderful event for the community!



These are two of the many photos taken during the prom. Visit the "Endurance Church" Facebook page (posts dated starting Feb. 7) to see lots more of the fun!

CONTAGIOUS DISEASES: There is a great deal of information available online and in the news about ways to avoid becoming ill with contagious diseases, especially as we hear more about the COVID-19 coronavirus which can cause sickness and for which no vaccine is yet available. We don't recommend being fearful, but caution is advisable, for any illness, including the flu or the common cold. **Follow sensible advice, including handwashing!**

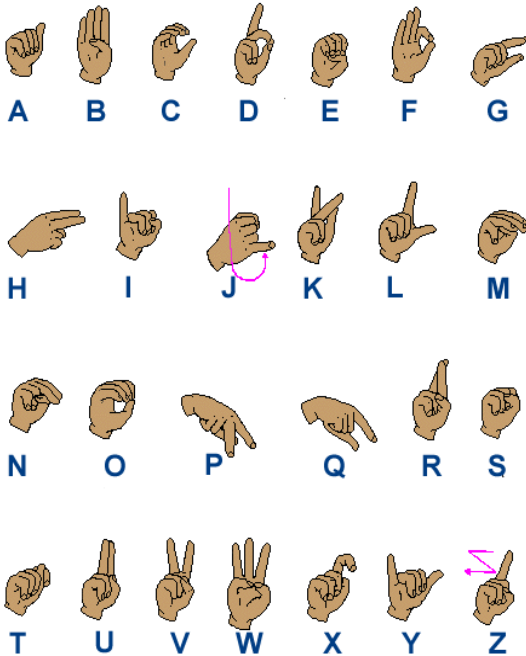
Here are steps being taken at OIL to help keep from catching/spreading illnesses:

- We will be asking our consumers if they are feeling well BEFORE going to see them.
 - We will also be asking about others living in the home. If someone is ill, we will postpone the visit. If staffers arrive at a home and someone is ill, they will not stay.
 - If staffers are ill, they DO NOT COME TO WORK, especially if they have a fever.
- ANYONE who is feeling ill should avoid going out into the community and exposing others.

There's no need to panic, but we've all heard the old saying attributed to Ben Franklin, "An ounce of prevention is worth a pound of cure." That seems like good advice!

Resources

Ozark Independent Living 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.



16 Free Sign Language Learning Resources

Learn sign language with free courses, videos, games, and more - By Stacy Fisher

These free sign language classes use a variety of techniques to teach you sign language so you can communicate with a loved one or simply have fun learning to sign. Included in these free sign language classes are videos, quizzes, puzzles, games, diagrams, and printables that will really help you learn how to sign or how to build on the sign language that you already know.

Some of the sign language classes are huge courses with many units to teach the complete sign language and some are smaller classes that will teach the basics. Whatever free class you choose, you'll have a great time building up your skills.

Here's the link:

www.lifewire.com/free-sign-language-classes-online-1357048

There are also free baby sign language resources:

www.lifewire.com/a-list-of-baby-sign-language-free-resources-1357039

SNUG SAFETY APP

"Snug Safety" is a free app, available on Android and Apple, which could be beneficial for giving people an extra 'layer' of not feeling isolated and alone. App users check in once a day and get a daily inspirational quote, too.

It is meant to assist those who live alone with maintaining independence and safety. It's geared mostly to seniors but could be beneficial for someone who might have cognitive/learning difficulties. (There is an option for a premium service, available for a fee.)

Details at Snug Safety snugsafe.com

FAQs: snugsafe.com/frequently-asked-questions

REMOTE AREA MEDICAL



FREE 2-DAY CLINIC COMING TO ALTON

The Remote Area Medical (RAM) Free Clinic will be at the Alton High School, 2180 School Street, on May 16 and 17.

RAM is a mobile medical clinic which will offer FREE:

- **DENTAL** (fillings, cleanings, extractions)
- **VISION** (eye exams, glaucoma testing, eye glasses made on site)
- **MEDICAL** (general medical, physicals, women's health and more)

RAM is for under-served and uninsured individuals. It's for anyone who can get to the event, not only residents of Oregon County. Since 1985, this major non-profit organization has helped more than 835,000 individuals receive free care.

For more information – **about receiving care or volunteering to help at the event** – visit www.ramusa.org or call 865-579-1530.

OIL provides Five Core Services for individuals with disabilities:

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

Events & items to note...

OLDER AMERICANS MONTH



MAKE YOUR MARK: MAY 2020

Every May, the Administration for Community Living leads our nation's observance of Older Americans Month. We are pleased to announce the 2020 theme:

Make Your Mark

This theme was selected to encourage and celebrate countless contributions that older adults make to our communities. Their time, experience, and talents benefit family, peers, and neighbors every day. Communities, organizations, and individuals of all ages are also making their marks. This year's theme highlights the difference everyone can make – in the lives of older adults, in support of caregivers, and to strengthen communities.

We invite you to celebrate Older Americans Month and make your mark in May!

For more information and for other resources, visit <https://acl.gov/oam/2020/older-americans-month-2020>

Happy Spring!

2020CENSUS.GOV

The census information included with this issue of *The Pipeline* is provided by the Census Bureau. OIL is sharing it with our readers as a reminder of the importance of all of us being counted. **Much of the funding for services in our area is based on an accurate count of residents.**

It's important to complete the census!



Celebrate the 30th Anniversary of the Americans with Disabilities Act

SAVE THE DATE

TUESDAY, JULY 28, 2020

11 a.m. - 1 p.m.

Missouri State Capitol - 1st Floor Rotunda

This year marks the 30th anniversary of the Americans with Disabilities Act (ADA), which was signed into law on July 26, 1990. Many organizations are honoring this milestone with a celebration.

The Governor's Council on Disability (GCD), in collaboration with other state agencies, centers for independent living, disability organizations, and the Great Plains ADA Center, is planning an event to celebrate the 30th anniversary of the ADA on Tuesday, July 28 at the Missouri State Capitol. Please save the date and join us for this event!

In preparation for this event, the GCD has developed a survey to get input from Missouri citizens on the successes and accomplishments of the ADA and to share visions for an accessible, inclusive future for the next 30 years of the ADA.

To participate in the ADA30 survey, please visit www.surveymonkey.com/r/KRKZ2K2

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www.newtonsagency.com

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Partnering
with families
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as possible to
reach their full
potential.





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**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, 417-256-8714 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 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

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**NOT EVERY
DISABILITY
IS VISIBLE.**



HEALTHYPLACE.COM