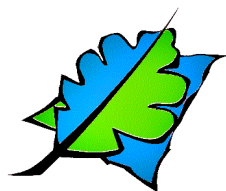


THE PIPELINE

The newsletter from OIL

Volume 25,
Issue 3

Third Quarter
2020



Consumer Directed Services Spotlight....

Linnie Ingram of Lilly Ridge

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.

Linnie Ingram's name will be familiar to many folks, especially regular readers of three area newspapers, given that she has been the correspondent from Lilly Ridge-Tecumseh since 1935. Yes, you read that correctly – Linnie has been writing a correspondent's column for 85 years! Prior to 1935, her mother covered the 'items' (news) from that area for *The Ozark County Times*, which was owned at the time by Linnie's two uncles. As she was growing up, Linnie said she enjoyed spending time around the paper office. When her mother died, 13-year-old Linnie took over the beat, letting the readers know about births, deaths and just about everything else in between, all the happenings in her community.

I recently sat down with Linnie for a brief chat. We visited on her porch to social distance, and I learned a bit about her life.

She comes from a long line of writers and newspaper people with roots in Pennsylvania. Her maternal grandfather George Ebrite was a captain and surgeon in the Civil War. Linnie said he moved his family to Missouri because he had done research and determined that Missouri had the best water quality and healthiest climate.

Continued on page 4



Linnie Ingram

"I want to brag on my friend who brought me that hibiscus," said Linnie. Her friend is Rebecca Hallmark who is also Linnie's CDS attendant. "It's nice to have someone you can trust and depend on," said Linnie of having the freedom to choose her own attendant.

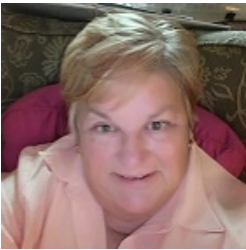


INSIDE HIGHLIGHTS:

Staff Community Involvement: Meals on Wheels and more

OIL Support: Contributions to Skyview & Ozark Horizon Schools

ADA 30-year Anniversary: Celebrating a civil rights milestone



More from **MOORE**

*By Executive Director
Cindy Moore*

The news is about the same as last time due to all the Covid issues and being at home. Remember to wear a mask! Wash your hands often! A couple of suggestions about wearing gloves...shopping cart handles and gas pump handles; you might want to keep a pair of gloves in the car to use when dealing with either of these items!

Looks like our fall weather is nearly upon us. Great temperatures but no rain! Maybe one of the many tropical storms will blow this way with some moisture.

I know that many of you are disappointed, as am I, that our fall festivals have been cancelled due to Covid. Possibly they will be twice as strong next time.

I wanted to emphasize that we have interests all over the state, and staff which 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 Dept. and Consumer Directed Services Dept. (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).

Such a beautiful time of year now – try to get out and enjoy it!

Regards,

Cindy

For the safety of staff and of consumers, as of August 17,

**Ozark Independent Living
requires that VISITORS to the
office WEAR A MASK**

**Thank you for your
cooperation.**

Fall...Time for Falls Awareness

by Newsletter Editor Terry Hampton

As we transition from summer to fall, it is time for “Falls Prevention Awareness,” a reminder that falling is NOT a normal part of aging. Yet, one in four Americans aged 65+ falls every year, making falls the leading cause of fatal and non-fatal injuries for older Americans.

Additionally, complications often result in nursing home admission. You can fight back! There are steps you can take to reduce your risk. See chart below and check out the website: www.ncoa.org/healthy-aging/falls-prevention/

Take Control of Your Health: 6 Steps to Prevent a Fall

Every 11 seconds an older adult is seen in an emergency department for a fall-related injury.

*Many falls are preventable.
Stay safe with these tips!*

1

Find a good balance/exercise program – Build balance, strength, flexibility. Contact your local senior center for information or referral.

2

Talk to your health care provider – Seek assessment of your risk of falling. Share your history of recent falls.

3

Regularly review medications with your doctor or pharmacist – Make sure side effects aren't increasing your risk of falling. Take only as prescribed.

4

Get vision/hearing checked annually – Your eyes/ears are key to keeping you balanced and on your feet.

5

Keep your home safe – Remove tripping hazards (cords, rugs, clutter, watch for pets!) increase lighting, install grab bars in key areas.

6

Talk to your family – Enlist their support in taking steps to stay safe. Falls are not just a seniors' issue.

Ozark Independent Living staff members...

Involved and Invested in the Communities We Serve

As a community outreach project, OIL staff members have contributed non-perishable food items and school supplies which have been distributed within OIL's service region. The food collected has been given to the Shannon County Food Pantry in Winona and to Alton's 'blessing box.'

The school supplies were given to Mtn. View Elementary. Mtn. View was chosen because several weeks ago, the Mtn. View Chamber of Commerce reached out to its members saying that the organizers of their community's back-to-school fair would not be hosting the event this year.

Staffer Spotlight

ALICE McCLELLAN Data Specialist

Alice McClellan has been with OIL for three years, starting part-time while attending MSU-West Plains. Now she is a full-time Data Specialist.

Alice lives in West Plains with her husband Donnie McClellan. They will celebrate their 44th wedding anniversary on September 24. Alice says they have two daughters and six grandsons. "Amy is our oldest. She has two sons, Christian who is 16, and 14-year-old Ethan. Amanda, our youngest, has four sons, Nathaniel who is 20, Tyler who is 19, eight-year-old Jadon, and Jacob who just turned seven."

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 graduated 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.

She said, "My hobbies are quilting, reading, and I like to trail ride when I get the chance."

In her capacity as a Data Specialist, Alice helps make sure individual tasks are completed by attendants employed by OIL 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 met. She relays and requests information regarding discrepancies and at times, meets in the office with consumers and/or their attendants about specific information or to clear up errors.

OIL staffers wanted to help in some small way because many families are struggling, financially, and schools are doing the best they can but still need support.

There are plans to possibly do more projects like this in the months ahead, especially because some of OIL's usual outreach programs have been curtailed due to COVID-19 precautions.



Several staffers are shown above and below with some of the food they and co-workers collected in a food drive. From left: Tracy Cale, Ashley Roberts, Lori Cox, Shelley Surface, Glenn Cargile, Donna Nale, Pat Parmer, Pam Johnson, Kathy Bauer, Amanda Foster, Jill Lawson and Debbie Holland.



Kathy Bauer, Amanda Foster, Debbie Holland, Tracy Cale, Melissa Bentley, Marriya Cope, Glenn Cargile, Emily Toten.



Shown here are the school supplies recently contributed by OIL staffers. Some of the participants are, from left: Emily Toten, Tracy Cale, Melissa Bentley, Marriya Cope, Debbie Holland, Glenn Cargile and Amanda Foster.

Linnie Ingram – Continued from page one

On the way from Pennsylvania they made a stopover of a few years in Illinois, but Linnie said the water there was no better than in Pennsylvania. It was murky and swampy, unlike the clear water which runs over and through rocks here in the Ozarks.

She didn't know her grandfather. He died in 1905 before she was born and is buried in the Lilly Ridge Cemetery. But she knows about him because of letters he wrote. With an ancestry like she has, it seems that Linnie was destined to be a writer.

Linnie was born in Gainesville to George and Jennie (Ebrite) Crawford. She has always lived in the Lilly Ridge area except for brief stints in Knob Noster, Missouri, (Whiteman Air Force Base), and Lewistown, Montana, while her first husband, Eldon Pitcock, worked for the Army Corps of Engineers. Linnie and Eldon were married on June 10, 1939, following her graduation from Gainesville High School on April 25 of that year. They had four children, daughters Karen and Kristin ("Kris"), and sons Marlyn and Lyndon.

Eldon passed away in 1971 not long after he had established a business building stock racks for trucks. Linnie and Lyndon carried on with the business. Linnie described the quality of workmanship and materials used in making their product. She worked alongside her son, helping to construct and sell the racks. Obviously, she has never shied away from hard work.

She told the story of "why I'm Ingram now," as she put it. "A friend of my family lost his wife five weeks after Eldon died. He was living in New Mexico with his son at the time. I sent him a sympathy card." That sympathy card was the beginning of a correspondence with Glen Ingram that led to a visit back to his hometown.

"Glen grew up in Gainesville. His dad was the Ozark County Circuit Clerk and Recorder. He gave the excuse of coming back to visit his parents, but he was really here to see me." Glen moved to Missouri, and they were married Nov. 11, 1971.

Linnie said that she and Glen took an Emergency Medical Technician (EMT) course and became charter members of the Ozark County EMTs. She worked for three years at Ozark County Ambulance as an transport attendant, working many accidents and helping in other times of medical distress. She's been retired for a while now. Glen has passed away.

THE "ITEMS"

Linnie may be retired from her physical labors – getting around is a bit tough for her these days – but she is carrying on with her correspondent duties. She still submits news to *The Ozark County Times* (Gainesville); *The West Plains Daily Quill* and *The Douglas County Herald* (Ava). She has mostly moved on from hand-writing her stories and mailing them in as was her previous practice. Usually now she submits her items via telephone.

She's not out and about as much as she was in previous times, but she still has an ear to the ground and a network of friends and family who keep her informed of what's happening in the community. Even folks who aren't necessarily familiar with Ozark County can feel like they have acquaintances there, and others who once lived in the area and have now moved away can keep up to date on happenings from home.

It's difficult to imagine anyone being more committed to their calling over the years. She said even when she was living outside the area, she managed to keep up with her correspondent reporting. She supplemented local items – sent to her by friends and family – with 'world news.'

Linnie has a strong memory for history and incredibly so, for dates. Her perspective is especially appreciated for those interested in times gone by because she remembers so many details. In addition to current events, she brings to life things like the arduous process of making hominy, of the back-breaking work of 'wash day' (doing laundry), and the hard times during 'Hoover days.' She explains but never complains.

She also writes of the fun she had growing up, of picking apples and drying them on the cellar roof, of going on a road trip to Oklahoma with her family in their 1928 Model A when she was six years old and of learning to drive when she was 14 and then driving four of her neighbor ladies to Sunday School each week.

Linnie is a valued part of Ozark County, not only for her writing skills but her participation in the community over the years at her church and in other organizations such as Eastern Star and the Lilly Ridge Friendly Neighbors Club. And now that she's the one needing some help to continue to live with some measure of independence in her own home, we're happy to have her as part of Ozark Independent Living.

by Terry Hampton, OIL newsletter editor

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 22 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!***

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.

SHOW ME LOANS

Low-interest loans based on income

FINANCE:

Adaptive Equipment • Home Modifications
Workspace Accommodations
Smart Home Devices & More

DID YOU KNOW...

Missourians can finance their adaptive modifications & assistive devices with a program called Show Me Loans?

It offers a low interest rate based on income. This can range from 2% to 4%. Show Me Loans is available for all Missouri residents with a disability or age-related change that are facing a purchase of things such as:

- **Adaptive Employment equipment or workspace accommodations needed to get or keep employment.** Examples include: modifying farm equipment, purchasing a sewing machine, or modifying mechanical equipment.
- **Everyday adaptive equipment or assistive technology to communicate, to move or do other activities at home or in the community.** Hearing aids, accessible vehicle modifications to drive or be a passenger, voice controlled smart home devices, access modifications to the home you own, devices to communicate without a voice, and more.
- **Durable medical equipment or a power chair.** Individuals can get a small loan and pay it off in 1 to 2 years. Additionally, for those who have not used credit, this loan helps build credit, or IT helps maintain good credit already built, as the loan is repaid.

Contact Missouri Assistive Technology at 816-655-6700 and ask for Eileen Belton to learn more about the Show Me Loans program.

Also more information at this website:
at.mo.gov/show-me-loans/

★ ABSENTEE VOTING ★

There is a lot of discussion about voting this November. OIL wants to remind individuals with disabilities who are already accustomed to voting absentee that **NOTHING HAS CHANGED** with **HOW you vote!**

You do NOT need to have your envelope notarized and your ballot does not have to be mailed, it can be delivered...simply **do what you have always done.**

The new "mail-in voting" rules passed by the Missouri Legislature do not apply to you, but they have expanded the list of those who can vote absentee.

Following is a brief outline of absentee voting:

1. **ALL eligible voters need to make sure they are REGISTERED to vote.** Deadline to register (online, in person, or by mail) for the November election is **October 7**. Call your county clerk's office and request an application.
2. **Any registered voter in Missouri is eligible to vote by ABSENTEE BALLOT if they are incapacitated or confined due to illness or physical disability.**
3. The ballot must be requested by **October 21**, but **all are encouraged to request as soon as possible** and may vote beginning six weeks before the election which is to say **voting by absentee may begin now.**

Complete information about absentee voting and mail-in voting rules for 2020 can be found on the **Missouri Secretary of State website:**
www.sos.mo.gov/elections/goVoteMissouri/howtovote#absentee

FOR ANY QUESTIONS RELATED TO THE VOTING PROCESS

CONTACT YOUR COUNTY CLERK'S OFFICE

Douglas County – 417-683-4714

Howell County – 417-256-2591

Oregon County – 417-778-7475

Ozark County – 417-679-3516

Shannon County – 417-226-3414

Texas County – 417-967-2112

Wright County – 417-741-6661

SUPPORTING THE COMMUNITIES WE SERVE



Representing OIL are: Kathy Bauer, ILS Manager (above)

Cindy Moore, Executive Director (at right)



Photos of State School provided to OIL

Representatives of Ozark Horizon, West Plains, and Skyview, Mtn. Grove – State Schools for the Severely Disabled in OIL's service region – are shown in these photos expressing gratitude on behalf of students and staff to the Ozark Independent Living Board of Directors for recent contributions made to the schools.

The Mo. Dept. of Elementary and Secondary Education website says, "Missouri Schools for the Severely Disabled will ensure students learn authentic skills in a safe environment to be productive and integrated into their home, community, leisure and work."



CDS Assistant Manager Lori Cox and CDS Coordinator Marriya Cope at the West Plains Senior Center getting ready for the delivery route.



CDS Coordinators Ashley Roberts and Melissa Bentley heading out.

Area senior centers remain closed for in-person dining due to the pandemic, but Meals on Wheels continues to serve area seniors (60+ who meet eligibility requirements) with delivery of meals to their homes. The West Plains Sr. Center (and most others) have an ongoing need for volunteer drivers. Fifteen staffers have volunteered to take turns making deliveries, and OIL now has a Thursday route. Anyone with questions about the meals or volunteering should call the Senior Center, 256-4055.

Events & items to note...



Sam Doman, a recent high school graduate from Wardsville, Missouri, played classical music while the audience viewed a slideshow of the ADA Successes and Visions for the Future. Sam is attending MSU in Springfield, pursuing a music education degree.

- Photo was taken by OIL CDS Manager
Glenn Cargile who attended the event.

Celebrating 30 Years...

THE AMERICANS WITH DISABILITIES ACT

Thirty years ago, in June of 1990, a major piece of civil rights legislation, the Americans with Disabilities Act (ADA), was signed into law by President George H.W. Bush. On June 28 the Governor's Council on Disability held a celebration in recognition of the anniversary of the law which prohibits discrimination based on mental or physical disability.

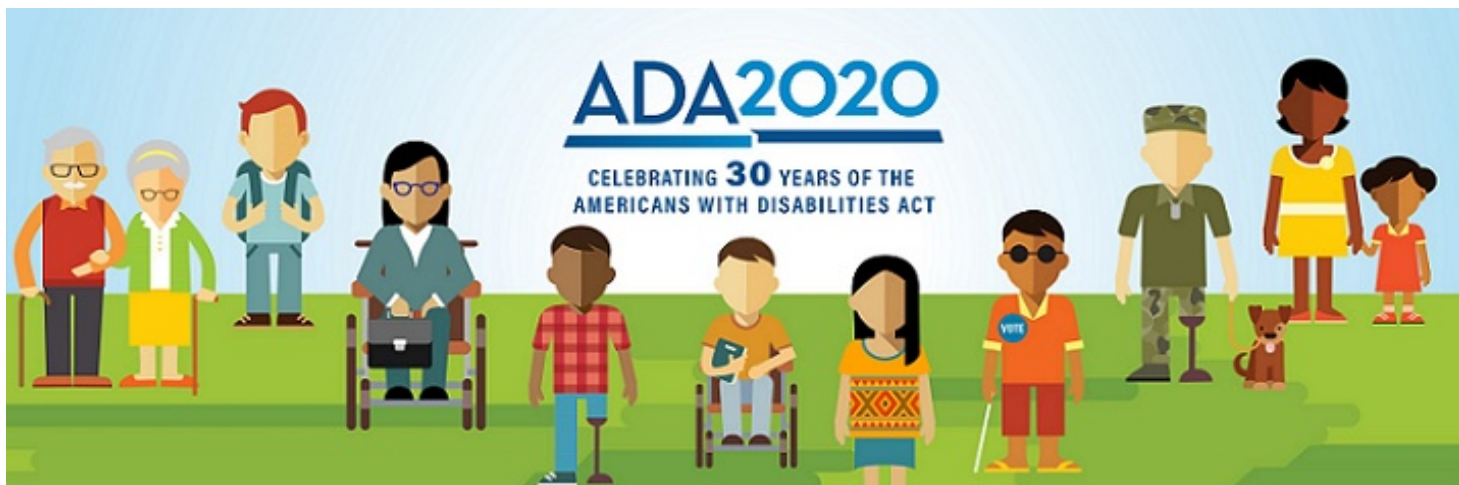
The celebration took place in the capitol rotunda. It featured multiple speakers including Governor Parson and other state leaders. They addressed an in-person audience which was smaller than would have been expected because of COVID-19 precautionary measures, but many hundreds more watched the event live on Facebook. (It is available for viewing on the “Governor’s Council on Disability” Facebook page: www.facebook.com/MissouriGCD.)

In the governor's comments, he said the state workforce should reflect diversity and ability of Missouri because differences shouldn't make a difference.

Executive director of the Governor's Council on Disability, Claudia Browner, said even if someone isn't disabled they should still celebrate the American Disabilities Act. "Disability is one of the largest minority groups in the nation. Almost one in four individuals has some sort of a disability or could become disabled in their lifetime. People with disabilities are people first and everybody brings qualities and potential to the table and whether they have a disability or not. People with disabilities are part of our community."

Browner also noted that one of the most visible impacts of the American with Disabilities Act (ADA) is on access to buildings and public spaces, and that she also hopes to see more accessible technology in the future.

A dozen entities, organizations and state agencies partnered to host the event which was one of thousands of activities held across the country throughout the year to celebrate the milestone which was the culmination of many years of disability activism and advocacy.





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, 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

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



OIL's Consumer Directed
Services (CDS) program
provides **eligible Medicaid
recipients with personal care in
their own homes**, offering
freedom and flexibility.

417-256-8714 for information

*CDS is authorized through the
Department of Health and Senior
Services and is funded by the
State of Missouri.*