

**O Z A R K**  
**INDEPENDENT**  
**L I V I N G**

*People Caring About People*

# THE PIPELINE

**The newsletter from OIL**

Volume 25,  
Issue 4

Fourth Quarter  
2020

**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.

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West Plains, MO 65775

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**OFFICE HOURS:**

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

## RETIREMENT!!

### ***OIL Says “So Long, Farewell” to Executive Director Cindy Moore***

***Congratulations!***

**After nearly 25 years at Ozark Independent Living, Cindy Moore is retiring as executive director, effective Dec. 31.** Cindy was the first director and only employee when OIL was founded in 1996 as one of 22 Centers for Independent Living in Missouri. Now there is a staff of 22 and we have over 300 consumers in a seven-county region. Lots of growth over the years!

Unfortunately, due to restrictions related to Covid-19 there is uncertainty about a formal retirement party, but the OIL board of directors is asking those in the community who know her to **send cards of congratulations to Cindy at: Ozark Independent Living, 109 Aid Avenue, West Plains, MO 65775.** If they arrive after the first of the year, that's OK. We'll get them to her!

**OIL will be CLOSED  
December 25 through January 1**

***Looking ahead to 2021 with hope and goodwill to all***

## More from **MOORE**

*By Executive Director Cindy Moore*

Retirement – what does that mean to you? As I end my 25 years here at O.I.L. I've had to think "what's next?" It's a completely different feeling first by realizing that my working years are coming to an end. I started working in high school way before this 25-year portion, so it's been a while.

Secondly, it's a time to review the 'what's next' portion of retirement. What do I want to do? Pitch the alarm clock? Watch TV and search for thoughts on my phone? Doesn't sound too fulfilling right now.

I like yard work, and cooking, and do some painting as well. Possibly that's a start. Plus, there are many retired single ladies that I know. Should we get together and start a book club? I love to read. Getting together with others in similar situations might be fun. I need to do some research on likes and dislikes of those who grew up in the 60's.

Still, I want to express what has already been and put the possibilities of what might be aside.

Meeting wonderful people, learning from others and making situations better for one or for many. It's been a learning process and I can honestly say that the seven counties O.I.L. serves are in a better situation knowing that this office is here to assist in any way possible when disability questions arise.

I loved my job!

Regards,  
Cindy

## A Trip down Memory Lane

*by Newsletter Editor Terry Hampton*

Giving Cindy a proper send-off after 25 years is a daunting task! I have only been here five years, so I decided to provide a look back by going through the nearly 150 newsletters published by Ozark Independent Living, starting with Volume 1, Issue 1.

The newsletter was called *The Gusher* back then and Cindy wrote her initial "More from Moore" column in that first issue dated June 1, 1997. In part, she said, "We have been open now for four months of our six-month grant period, and I couldn't be happier with how things are developing and proceeding."

She noted some of the things going on, including:

- OIL (which had its beginnings as an organization in 1996) had co-located with Lakes Country Rehabilitation Services at 1562 Imperial Center and was swiftly moving on with details of establishing an office with support from members of the local business community.
- In addition to Cindy as Executive Director, there were soon two other employees hired. Today that number stands at 22.
- Approximately 100 people attended OIL's open house.

By the second issue of the newsletter, Cindy was reporting that the consumer caseload had gone from four in the first quarter to over 30. In 2020, OIL has over 10 times that many consumers!

In the third newsletter Cindy announced that the first Sign Language class sponsored by OIL had been scheduled, to be taught by Sue Cawthron. More than two decades later, Sue is still doing Sign Language instruction for OIL, although like many other things, those classes are on hold due to the pandemic.

By the fifth issue, Cindy was reporting that the office had expanded by two rooms and there had been all kinds of training sessions and events attended.

Early board members who were profiled in the first few newsletters were Bill Burris, Stella Cardwell, Roger Jackson, Chuck Kimberlin, Lance Sims and Terry Taylor.

And all of that was in just 1997! As OIL continued to grow through the years, the newsletter recorded the organization's history while keeping the community and consumers informed about resources and issues surrounding the Disability Community.

There's no way to adequately sum up 25 years in the limited space we have, but to give an overview, throughout this newsletter I've also included news clippings and photos from over the years. I hope you will enjoy them as much as I enjoyed discovering them and as much as we expect Cindy to enjoy retirement.

*Wishing you all  
the best during this  
Holiday Season*



**John Adamson**  
Executive Director



**Kathy Bauer**  
ILS Manager



**Melissa Bentley**  
CDS Coordinator



**Tracy Cale**  
CDS Coordinator



**Glenn Cargile**  
CDS Manager



**Marriya Cope**  
CDS Coordinator



**Lori Cox**  
CDS Asst. Manager



**Terry Hampton**  
Marketing/ILS



**Debbie Holland**  
CDS Coordinator



**Pam Johnson**  
Data Manager



**Alice McClellan**  
Data Specialist



**Judy Murray**  
Data Manager



**Donna Nale**  
Data Specialist



**Forrest Ogden**  
Data Specialist



**Pat Parmer**  
CDS Attendant Specialist

Merry  
Christmas!



**Ashley Roberts**  
CDS Coordinator



**Shelley Surface**  
Office Manager



**Emily Toten**  
CDS Coordinator

Happy  
New Year!

***Greetings to you from all of us at  
Ozark Independent Living***

**WE WISH YOU A SAFE AND HAPPY  
HOLIDAY SEASON**





OIL'S first sign and original logo on banner on wall (at right) at open house in 2000.

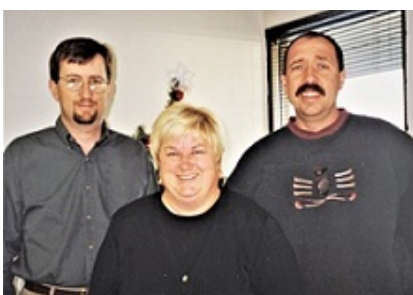


Cindy Moore; Chuck Kimberlin with Vocational Rehabilitation (VR), and Dianna Weaver with Lakes Country Rehabilitation Center.



**Above:** At the Lakes Country Rehab Springfield office's banquet in fall of 1998, West Plains offices won awards: **Rehab Office of the Year** (VR); **Teamwork Award** (OIL); and the **Spirit Award** (Jude Duffell of Lakes Country). Jude is seated on the front row along with Joyce Ramold (now Christopher). Standing: Gwen Jackson, Dianna Weaver, Chuck Kimberlin, Linda Frazier (with award), Leona Morrison, Tim Cozort, Cindy Moore, and Roger Brame.

**Above right:** OIL board members and friends at OIL's first office located in Imperial Center.



**Left:** Early OIL staffers, Tim Cozort, Cindy Moore and Roger Brame. **Top left:** Pam Harris, Stella Cardwell, Bill Burris and Cindy Moore. **Above** (fall 1997): Jeannie Lloyd, Regional VR Manager; Tim Gaines, VR Coordinator of Development and Consumer Affairs; Ron Vessell, Assistant Commissioner of VR; Bill Burris, OIL Board President; Cindy Moore, OIL Executive Director; Chuck Kimberlin, OIL Board Member and VR District Supervisor. Bill Burris was a long-time board member and supporter of OIL. An endowed scholarship was given to MSU-WP by OIL in his memory. Tim Gaines is still with VR. Now he is the Assistant Commissioner.



## OZARK INDEPENDENT LIVING'S NEW HOME

We are proud to show off our new office location at Office Square, 109 Aid Avenue in West Plains. Cindy Moore, Director is shown cutting the ribbon during open house which was held July 13, 2001. Stop in and visit, our office hours are 8:00 a.m. to 4:30 p.m., Monday through Friday.



*OIL has many long-time consumers, friends and associates.  
Below are just a few of them – so many more!*



**From left:** Nimmie and Clifford Steelman, Jennifer Williams (with country super-star George Strait), Judy Rowlett and Steve Forsythe. **Below** is the board of directors at the time of OIL's 20<sup>th</sup> anniversary in 2016: Scott Schneider, Jane Kramer, Gwen Jackson, Debra Mayers, Cindy, Eryn Walters and Scott O'Neal.



Vicki Jones with the Office on Aging (SeniorAge) and Cindy.





## More blasts from the past



**Above:** In 2015, West Plains Mayor Jack Pahlmann signed a proclamation at OIL recognizing October as Disability Awareness Month. **Below:** In 2007, then-mayor of West Plains Joe Paul Evans did the same. Each October is designated National Disability Employment Awareness Month locally and across the country.



OIL has supported the West Plains Cystic Fibrosis Music Show over the years, with contributions going to buy tickets for Newtons Agency for their residents and consumers.

*This photo is from 2017. The show had to be cancelled in 2020 due to Covid-19.*



## Ozark Independent Living staff members... Spreading Good Cheer

The past few months have been difficult for many. Now as cold weather is here, it's harder to get outdoors for a break. It will still be a while before we can return to regular routines, although hope is on the horizon as Covid-19 vaccines will soon be on the way.

Being socially isolated isn't easy for most folks and can lead to serious health concerns for those who are lonely. It's difficult to properly address such issues when direct contact isn't possible, but staffers (and friends and family) at Ozark Independent Living have put together holiday decorations that we have been sharing with residents of Housing Authorities (HA) in the counties we serve. We know this doesn't solve much, but we hope the crafts might bring some smiles.

Designed to hang on doors or door handles, we sent some Thanksgiving-themed decorations, and now we've provided Christmas-themed ones, too.

Remember to check in with friends, family and neighbors from time to time, especially elders and those with disabilities. **Give them a call. Wave through the window. Send cards and letters.** Social distancing doesn't have to mean complete loss of contact.

And please, for everyone's health and safety when you're around others, if socially distancing isn't possible, **do the simple task of wearing a mask.**



OIL staffers have put together seasonal 'door hangers' that were shared with local Housing Authority residents. From left: Lori Cox, Emily Toten, Marriya Cope, Amanda Foster and Glenn Cargile.



More of the seasonal door hangers OIL sent to area Housing Authority residents. We're wishing everyone the best. From left: Ashley Roberts, Shelley Surface, Kathy Bauer and Terry Hampton.



### IN MEMORY OF Barbara "Barb" Jackson Oct. 4, 1946 - Oct. 25, 2020

Ozark Independent Living  
part-time staff member  
since 2006

Among many other interests and hobbies, Barb was an avid recycler – a recycling champion in the office, always looking to repurpose anything and everything! – and she was a great proof-reader, always with an eagle eye looking over *The Pipeline* before publication.

Because all of Barbara's pets through the years were rescues she had requested that anyone who wished to contribute in her memory would do so to an animal rescue or humane society of their choice, "to help those creatures who cannot help themselves." Per her request, several OIL staff members did donate pet food and other items to a local animal shelter in her memory.

Barb was the proverbial 'one of a kind' and will be missed by all who knew her.



Halloween decorations donated by OIL staffers were delivered to West Vue Nursing Home in October. During these times of tough, lonely days when visitors are not allowed, we know it's not easy for residents of area nursing facilities. We hope to at least give a smile or two as we send best wishes to all. From OIL are Emily Toten and Lori Cox. At right is West Vue Activities Director Whitney VanWinkle.