

THE PIPELINE

The newsletter from OIL

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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

Partnering with the community

The recent Cystic Fibrosis (CF) Music Show held at the West Plains Civic Center raised over \$65,000 to aid CF research. This year marked the 29th year for the event, and it featured country music band Lonestar. OIL purchased 25 tickets for the show and donated them to Newtons Agency for their consumers/residents.



NEWTONS AGENCY & CF REPS

First row, from left: from Newtons Zach Beljeau, CF volunteer/Jessica's Friends singer Kaigan Barker, from Newtons Nancy Cook and Sharon Guillot, OIL Executive Director Cindy Moore and CF volunteer Jessica Joice-Frazier. Second row: Newtons Chief Operating Officer Jimmy Miller with other Newtons representatives Kenny Hudgens, Mark Barnard, Ronnie Snethern, Dakota Hutson and Brooke Mathis; and Newton staffers Amanda Mitchell, RN/Administration, Dan Keller, Jade Connor and Laura Hatten. We are proud and happy to support this wonderful annual event which in turn supports finding a cure for Cystic Fibrosis.

INSIDE HIGHLIGHTS:

Staff updates: Meet our new CDS Manager, Glenn Cargile. (page 3)

Navigation for Aging: Report on our presentation series for seniors. (page 4)

Resources: Information to help yourself or others. (page 5)

Event News: Art Show, Sign Language Class, Meet and Greet. (page 7)



More from **MOORE**

*By Executive Director
Cindy Moore*

The budget issues remain a serious concern for our office and for the other 21 Independent Living Centers in the state. Various scenarios are 'out there' right now as the legislators meet in budget conference committees to iron out what both the House and Senate have previously come up with. Even though this office has been around for over 20 years (some centers longer than that) our funding is up for debate right now. I feel that this office brings a service to the counties we serve [see below] that cannot be duplicated. Our only concern is the disabled population; how choice, control and change can be pivotal in their lives.

Besides the above, our office is working on some annual events. Watch our Facebook page and newsletter both for just a portion of the events. Soon scheduling some sign language classes and preparing for the upcoming art show (for talented folks who happened to have a disability). Details can be discussed with Kathy, Telcy or Terry ...give them a call!! (417-256-8714)

I want to emphasize that this office has interests all over the state, and staff who follow disability news, trends etc. Just remember that no matter how busy WE are, there's always time to talk to YOU.

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). Call or come by!

Regards,
Cindy

SUCCESSFUL OUTCOMES

*By Newsletter Editor
Terry Hampton*

At OIL one of the ways we network – both to find and share resources – is that we take part in several Interagency Councils in our seven-county service area. Sometimes we also attend other meetings of groups and organizations. Occasionally, we speak about OIL programs and services such as a presentation recently given at a Systems of Care meeting. (Read more about Systems of Care on page 6.) Let us know if you would like to have an OIL representative speak to your group.

When any of us here at OIL attend meetings, we are able to share information about our upcoming events and find out what other groups are doing. Sometimes we partner with other agencies. It is always enjoyable to work together to help better the communities in our area because when we join with others we are able to magnify our efforts and results.

At one recent area meeting I heard a good news story about how combining services can have a big impact. A staffer at one of Ozark Action's (OAI) offices in our seven-county region told the story of someone who for several years received energy assistance through their agency. The woman eventually left an abusive relationship and started on the road to self-sufficiency by becoming an attendant through OIL's CDS program.

Because she enjoyed her work providing in-home care, she eventually gained full-time employment in the health-care industry. Even though she was raising several children by herself, she worked hard, saved money and with some further assistance from OAI to help find resources she needed, she is now a homeowner with a stable financial standing.

Not everyone is able to pull off a turn-around like that. Sometimes other circumstances – such as serious health issues – make it too overwhelming to overcome obstacles, so some ongoing assistance is necessary. But there is hope. There are successful outcomes.

Sometimes good news stories seem rare, but they're happening every day, all around us. And by working together, we can help make them happen even more.

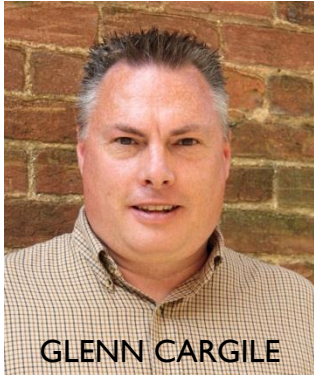


FIFTH ANNUAL ART SHOW

West Plains Civic Center
on the mezzanine during operating hours
100% accessible – elevator available

At left is the 2016 First Place winner in the Youth Division

New Staff



GLENN CARGILE

Glenn Cargile has recently joined OIL as our Consumer Directed Services (CDS) Manager. 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, "A couple of 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. "My bucket list would be to travel from coast to coast in an RV, stopping at every national and state park along the way," he said.

Anyone needing information about our CDS services can give Glenn a call at 256-8714. Welcome, Glenn!

Staffer Spotlight

BARBARA JACKSON **Support Staff**

By Barbara Jackson

I was born in Arkansas. My family and I moved to a farm in the South Fork area when I was three years old. I grew up on the farm and lived there until I graduated from high school. I attended one-room schools throughout my elementary schooling until 8th grade. I graduated from the 8th grade in what was then the "new" school building at South Fork which is the school still in use there today. I graduated from high school in West Plains, then attended Draughton Business College in Springfield and graduated in 1965. I later received an Associate's Degree in Paralegal Studies from MSU-WP.

I worked in the legal field throughout my working years, retiring as court reporter for our 37th Judicial Circuit in 2006. Retirement was nice for about a month, but even with volunteering as a route driver for Meals on Wheels, I decided I needed other challenges to occupy my time. I applied for a part-time job opening at OIL and came to work here in March of 2006. The rest, as the saying goes, is history. Although totally different to the work I did before I retired, I enjoy my part-time job at OIL.

When I'm not working I enjoy being out in nature. I love being outside working with the flowers in my yard and camping in the summer. I try to recycle anything and everything possible. I also like to travel. The polar bears in Canada, pandas in China, and elephants in Thailand have been three of my favorite trips.

I have two sons who are both Eagle Scouts. The youngest one lives in the Springfield, Missouri, area. My oldest son, a retired military veteran, lives with his family in Coeur D'Alene, Idaho. My two fur babies are Josie the Puggle who's my walking buddy, and Punkin the cat. They help me hold down the fort here in West Plains.

SENIOR ISSUES: Navigation for Aging

Our four-part presentation series held in March featured great speakers who provided valuable information for attendees. **We appreciate our speakers and thank them for their time!** They include: Cheryl Finley from West Plains Bank, OIL's Network Administrator Nathen Bryant, Attorney Melissa Stewart, Vicky Callahan from Ozark Action, Social Security Administration Operations Supervisor Denise Woods, West Plains Police Officer Sean Barrett and West Plains Firefighters Dave Masterson and Grant Sholes.



Vicky Callahan from Ozark Action, shown here at our March 22 presentation, is an expert in answering questions about all aspects of Medicare. While many services at Ozark Action are income-based programs, **ANYONE – regardless of income – who needs assistance navigating the system of Medicare is welcome to give Vicky a call, 417-256-6147, to get helpful, impartial assistance.**

Thanks to the staff of the West Plains Senior Center for allowing us to use the Wellness Center and for their assistance with the program.

AVOID BEING SCAMMED!

One of the topics at our "Navigation for Aging" series was the need to be vigilant about scams, whether online, in-person or over the phone.

1.) One scam currently being perpetrated is someone pretending to be from the IRS calling to say you owe money and trying to get you to send it. **Remember, the IRS will NOT call you about tax issues!** You will receive an official letter in the mail if there are problems.

2.) Also, Microsoft will NOT call you to "fix" issues with your computer. **Don't let anyone who calls you try to "talk you through" doing anything to your computer.** It's only OK if YOU call THEM.

3.) Be careful about saying "yes" to even simple questions from callers you don't know. If you have an answering machine or voicemail and you receive a call from a number you don't recognize, it's best to let the phone ring and have the caller leave a message. If they won't leave a message, they likely did not have a good reason for calling. If you do take a call from a number you don't recognize, make them explain what they want right up front. **Avoid saying "yes," even if they ask a seemingly simple question such as, "Can you hear me?"** Scammers will sometimes record your voice and mix it to make it sound as though you are replying yes to something else!

ATTORNEY MELISSA STEWART gave excellent advice regarding making wishes known about guardianships, finances and health decisions through legally binding powers of attorney and advanced care directives ("living wills"). None of us know if or when the time might come that we are not able to express our desires because of illness or accident. It is an easy process to address those concerns when able, but not when incapacitated.

WEST PLAINS FIREFIGHTERS...

....reminded attendees about the importance of fire safety in the home, including the need for working smoke alarms. If you live in West Plains and need a smoke alarm in your residence, the West Plains Fire Department (WPFDD) may be able to help. Schedule a time for the WPFDD to come to your residence and install a smoke alarm. Every smoke alarm comes with a free home fire safety survey.

You can call, 256-2424, or stop by fire department headquarters, 302 Jackie D. Garrett Drive, for more information or to pick up an application.

You can also visit westplainsfd.org/prevention/smoke-alarms/ to print an application to turn in.

(For those in other communities, the American Red Cross might also be able to help with free smoke alarms.)

TRACK YOUR BENEFITS:

Set up an online Social Security Account

Speakers covered a wide range of topics including a representative of the Social Security Administration who suggested that everyone, regardless of age, set up an online account with Social Security. Among other things, having an account allows you to track and review your lifetime earnings and see estimates of your future benefits. (There is a good deal of other information on the site which can be useful even if you don't set up an account.)

To set up an online account, visit the website www.ssa.gov/myaccount/.

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.

The Consumer Financial Protection

Bureau is an independent federal agency built to protect consumers. They write and enforce rules that keep banks and other financial companies operating fairly, but they also educate and empower consumers, helping them make more informed choices to achieve their financial goals. It has excellent resource information. "As you get older, the decisions you make about your money—including protecting your savings and assets—become increasingly important to your financial security. Whether you're planning for yourself or helping an aging loved one, we have the resources to help." (from the website)

www.consumerfinance.gov/educational-resources/resources-for-older-adults/

Mesothelioma Guide

"Mesothelioma Guide," is dedicated to helping those diagnosed with asbestos illnesses.

A representative of the organization says, "Because Mesothelioma is a rare cancer and very few treat it, we specialize in connecting patients with doctors and treatment options that are best suited for them. Our services and resources are 100% free to patients and family members. Unfortunately, that means we don't have the funding to advertise our services. I'm reaching out to organizations that have visitors who may have been exposed to asbestos or may be suffering from an asbestos-related illness."

If you or someone you know is a mesothelioma patient, here is a link to the website:

www.MesotheliomaGuide.com

Independence Today is a publication of the IL Center of Hudson Valley, Inc. in New York and the only newspaper in the US written by members of the disability rights community. One of its writers recently offered a good review of **Microsoft.com/enable**. Microsoft offers a great deal of information about assistive technology and other items of potential interest. Their statement:

Our commitment to accessibility

Microsoft's mission is to empower every person and every organization on the planet to achieve more. With over one billion people with disabilities in the world, we're passionate about ensuring that our products and services are designed for people of all abilities.

Get your National Parks Lifetime Pass Now!

According to AARP, sometime this year the fee for a National Parks Lifetime Pass for citizens 62 and older will go from \$10 to \$80. If you get a lifetime pass before the change is implemented, it will cost only \$10. You might want to check it out!

Passes can be purchased in person at any National Park or there are other options, outlined here:

www.nps.gov/planyourvisit/passes.htm

(Annual passes for those with permanent disabilities, military members and fourth graders also available at this site.)

FOR BURN SURVIVORS:

Scholarship Opportunity

Phoenix Society for Burn Victims Education Grant

Brief Summary: The society provides scholarships to burn survivors who are attending college or a technical school.

Deadline: June 30, 2017

Eligibility: Applicants must meet the following criteria:

- Be a burn survivor
- Be a high school senior, earned a GED, or currently be enrolled in a college, university, or trade school
- Demonstrate academic achievement as shown by grades and scores on standardized tests or ability in a trade or craft
- Must have applied and been accepted to an accredited 2-year College, 4-year College (University), Trade/Vocational School, or Graduate School within the United States
- Model exemplary behavior as a recipient of a PEG Scholarship

Amount: \$500 minimum

Website: www.phoenix-society.org/our-programs/education-grant/peg-application

Ozark Action Homeless Connect

A new resource we have in the region (nine counties including our service area) is something that came out of the Project Homeless Connect event that OIL participated in last fall. There is now a "coordinated entry" number to call to assist homeless individuals in receiving referrals to agencies for help with housing and basic needs. **The number to call for homeless assistance is: 1-844-554-6635.** Anyone can call, either homeless individuals, or agencies can call on someone's behalf.

ADVOCATING for Disability Rights – Legislative Education Project



The Howell County Next Step/ Systems of Care Coordinator Kathleen Wilson, left, was one of the attendees at the LEP presentation by Laura Mueth with the office of the Governor's Council on Disability.

The Governor's Council on Disability sponsors the Legislative Education Project (LEP) which they sometimes take "on the road." This was recently the case when Disability Program Representative Laura Mueth spoke to several community members at a meeting sponsored by OIL at the West Plains Library. The purpose of LEP is to educate and motivate individuals by providing opportunities to become more active in creating positive public policies for people with disabilities.

LEP is for organizations and individuals who are novices to the legislative process or need to learn about the Missouri Legislature and its actions with regard to disability policies or proposals that impact people with disabilities.

For those interested in finding out more, visit disability.mo.gov/gcd/LEP.htm where there are three learning modules and videos posted. Each is designed to easily help you understand procedures of the Legislature, using a step-by-step approach. You may select the ones that you want to listen to or watch at your convenience.

Topics include "How a Bill Becomes a Law" and "Navigating the House and Senate Websites." **The site is educational and informative for anyone interested in knowing more about the legislative process.**

The Howell County Next Step...

The Howell County Next Step (HCNS) is a Targeted Case Management (TCM) Medicaid program. It serves Howell County residents who have developmental disabilities such as intellectual disabilities, cerebral palsy, head injuries, autism, epilepsy and certain learning disabilities.

Individuals of all ages with developmental disabilities can be eligible, but the disability must have occurred, and diagnosis received, before age 22.

...& Systems of Care

Systems of Care is a resource database to assist differently abled individuals with information regarding various services, both public and private, that can assist them and/or their families by meeting particular needs.

Coordinator Kathleen Wilson has been building a list of resources and tries to connect people with where they can find help. She is willing to assist anyone who needs information regardless of HCNS eligibility.

HCNS and Systems of Care
1434 W. Eighth Street – West Plains
417-256-4898

Why Does a Mother's Light Shine?

By Jean Irwin
used with permission

It could be bright sunny day
Or the glowing shine from moon.
It could be the zillions of stars
Which resided in the heaven
Or it could be the beautiful rainbow
After a really good rain storm.
All mothers have a soul
And the more open a mother's
heart is
The more her light will shine.
A mother's love will shine more
when she holds her child
and watches her child grow.

Happy Mother's Day!
May 14

Events & items to note...

At the West Plains Civic Center:

ART SHOW FEATURING ARTISTS WITH DISABILITIES – MAY 16-29

OIL's Fifth Annual Art Show will be here soon, and we hope you will make a point to stop by, view the show and sign our guest book. We know that you will enjoy the exhibit just as our artists enjoy sharing their creativity and talents with the community! We award first, second and third place medals in both youth and adult divisions. Categories include painting, graphic design, drawing, photography, 3-dimensional work and fabric.

The show will be on the mezzanine and available for viewing during regular Civic Center hours. The center is fully accessible with an elevator providing access to the second level where the show is.

At right: 2016 Second Place winner in the Adult Division. Wonderful detail!



As soon as scheduling with the instructor can be finalized, a **Sign Language Class is set to be held this summer in West Plains.** Contact Kathy Bauer for additional information, 256-8714.



A FLOWER PLANTER filled with gardening gear and supplies along with an American flag and other items was the door prize offered by OIL at the Southern Missouri Home Builders Association Home and Garden Show held recently at the West Plains Civic Center. **Janet Hall, West Plains, was the winner of the giveaway.** She is shown here, right, accepting the basket from OIL Independent Living Services Manager Kathy Bauer. Hall said that she and her six-year-old grandson would be planting a garden and would make good use of the prize.

Meet and Greet

A representative of our Independent Living Services Department visits senior centers in our area twice a year to talk about available services and to demonstrate TAP adaptive phones which are free to qualified recipients who have hearing or vision impairments. Here are the next scheduled visits:

Cabool Senior Center: **May 11**, 11:00 -12:30
Alton Senior Center: **May 16**, 11:00 -12:30
Houston Senior Center: **May 25**, 11:00 -12:30
Mtn. View Senior Center: **June 1**, 11:00 -12:30
Winona Senior Center: **June 8**, 11:00 -12:30
Willow Springs Sr. Center: **Aug. 10**, 11:00 -12:30
Thayer Fun and Friends: **Aug. 17**, 11:00 -12:30
Ava Senior Center: **Aug. 31**, 11:00 -12:30

Call Telcy, 256-8714, for more information.

Newton's Agency

**Call us today
417-257-0954**

Visit our website at
www.newtonsagency.com

e-mail us at
newtonsagency@gmail.com

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





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 "OIL 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.

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

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West Plains
MO 65775

Ozark Independent Living receives funding through the State Rehabilitation Council (SRC), Missouri Department of Vocational Rehabilitation.

To see the annual SRC report, please visit the Missouri Statewide Independent Living Council (MOSILC) website:

[dese.mo.gov/sites/default/files/V
R-
SRCAnnualReportFY2016FINA
L.pdf](http://dese.mo.gov/sites/default/files/VR-SRCAnnualReportFY2016FINAL.pdf)

The report includes data, statistics, outcomes and a general breakdown of how the budgeted funds are disbursed.