

Heartland Independent Living Center



Because home is where the heart is.

Heartland Independent Living Center strives to create "Accessibility for All." It is a non-residential, community based, nonprofit 501 (c)(3) organization that serves individuals with all disabilities of all ages, predominantly at or below 185% of the federal poverty guideline.

Heartland seeks to empower individuals with disabilities with programs and services that assist them in living independently with dignity and security. Services are offered primarily in Franklin, Maries, and Gasconade counties, with some programs extending into ten additional counties in central and eastern Missouri.

- Originally opened in 2002 as a branch of the Disabled Citizens Alliance for Independence, Heartland was funded by the State of Missouri as a stand-alone center in 2006.

Heartland meets all 20 Better Business Bureau standards for charity accountability and holds the BBB Charity Seal.

What is Independent Living?

**Independent Living
is a philosophy,
a way of looking at disability
and society, and a worldwide
movement of
people with disabilities
working for
self-determination,
self-respect, and
equal opportunities.**

(disabled-world.com)



Heartland Staff - Fall 2015

PROGRAMS

& Services

Core Services of Independent Living

- **Advocacy** - Specialists assist and advocate for individuals in acquiring needed services and benefits. In addition, Heartland advocates on behalf of people with disabilities by participating in the legislative process.
- **Peer Support** - Heartland believes many barriers can be broken and motivation obtained by mentoring among those with disabilities to encourage success and positive attitudes toward difficult issues and offering individuals the opportunity to meet people living with similar challenges.
- **Skills Training** - Heartland offers training to individuals to improve skills needed to live independently, such as cooking, budgeting, and reading.



- **Information & Referral** - Heartland maintains a library of resources to assist consumers in finding appropriate resources, supports, and information.
- **Transition** - The long-anticipated fifth core service of independent living became reality when the President signed the Workforce Innovation and Opportunity Act (WIOA) in July 2014. The WIOA addresses transition in three areas: for individuals wishing to leave the nursing home or other institutional type setting, individuals in danger of being placed in such a facility, and transition for youth into post-secondary education or the labor force. Heartland is a participant in Missouri's Money Follows the Person program through the Department of Health and Senior Services. Heartland offers counseling and assistance to nursing home residents seeking to leave institutional living. Staff Specialists facilitate the process of moving and obtaining necessary services.

Fiscal Year 2015 Fast Facts

- ◆ **Total consumers served**—621
- ◆ **Ramp & Home Modification projects completed**—14
- ◆ **TAP Telephones provided**—38
- ◆ **Transitions from a nursing facility to the community**—6
- ◆ **Assistive Devices provided**—376
- ◆ **Dental Assistance**—79
- ◆ **Consumers receiving financial assistance**—29 totaling \$5500
- ◆ **Missouri Property Tax rebate program (MOPTC) processing assistance**—57 consumers, who received over \$31,000 in total rebates



Ramps/Home Modifications

Heartland provides wheelchair ramps and home modifications for qualifying individuals, including tub cuts and widening of doorways, for increased accessibility to individuals with mobility impairments. Heartland Specialists conduct on-site assessments of consumer need and living environment, and complete a financial assessment to determine income level. Qualified community volunteers complete project construction.



TAP Phones

Heartland is a certified demonstration organization for telephones specially designed for those with visual, hearing and mobility impairments. Staff specialists assist the individuals in choosing a phone tailored to their needs and travel to the home to install it.

Braille Translation

For businesses and organizations serving the needs of the blind and vision impaired, Heartland offers Braille translation services.

In-Home Care

Clients of In-Home Care receive assistance with activities of daily living from Heartland-employed aides. Need assessment, case management, and personal care are delivered by the In-Home Care Coordinator, and Registered Nurses.

Consumer Directed Services (CDS)

This program allows the redirection of Medicaid dollars for in-home care by a consumer-employed personal care attendant, eliminating the necessity of placement in residential facilities due to lack of options. Heartland CDS Specialists assess consumer needs; furnish program support and case management; and guide the consumer, safeguarding that all program rules and regulations are followed.

Adaptive Equipment

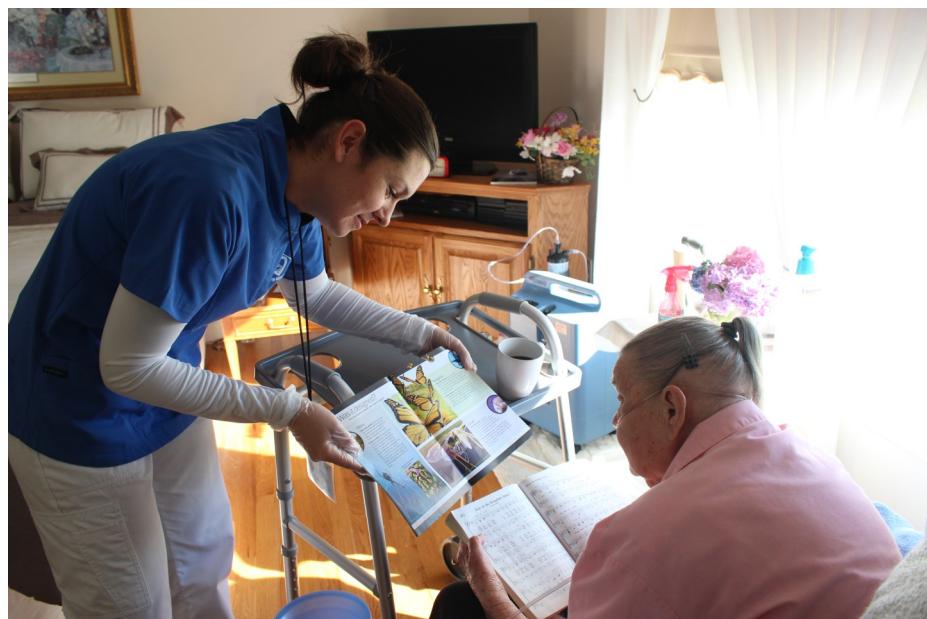
Heartland loans and donates hundreds of assistive devices each year to disabled members of our service area to increase their level of independence and improve their quality of life. Individuals receiving donated and loaned items lack the resources to easily attain the items for themselves. Adaptive equipment is available to individuals according to medical necessity. Heartland also accepts some donated equipment, which we recycle back into the community to those in need.

Dental

Dental services offered through Heartland are intended to offer relief for those suffering some form of dental discomfort but lacking the means to address it. Qualifying participants lack dental insurance coverage, and have an income at or below 185% of the federal poverty level. Heartland arranges for services and payment through local dentists (easily accessible for the client).

Care Closet

Heartland's Care Closet was developed to temporarily ease the burden of obtaining household necessities, rather than having the population we serve compromise their independence and health. The Care Closet contains products such as deodorant, soap, shampoo, conditioner, laundry detergent, toilet paper, and all-purpose cleanser. Consumers are allowed to choose from a limited number of items at defined intervals.



COMMUNITY

January 2016

Service

Disability Awareness Education

Heartland offers Disability Awareness Education to interested schools. Participants receive lessons in disability etiquette, including person-first language and the dos and don'ts of interaction with service animals. Discussion sessions with individuals with a variety of disabilities provide the chance to ask questions. Furthermore, activities allow participants the opportunity to briefly experience what it may be like to have different disabilities, including: wheelchair basketball, "blind" obstacle course, limited mobility, and dyslexia. The program was presented to approximately 1,000 school children per academic year.

In addition, the program has been modified to benefit emergency responders to prepare them for addressing the needs of individuals with disabilities in emergency situations.



Back to School Fairs

Heartland coordinates Back to School Fairs to benefit the children of the Maries R-1, Maries R-2, and Gasconade R-2 school districts. Staff members manage all aspects of the events, including soliciting funds from local businesses/organizations, contact/arrangement of resource exhibitors, research, and purchase of supplies for distribution. Attending children have received an estimated \$40 in supplies, as well as items and information from 20+ vendors at each event.

FUNDING



Approximately 90% of Heartland's funding derives from earned revenue through service contracts. The majority of this income stems from Medicaid receipts through the Consumer Directed Services program and In-Home Care. Lesser portions are the result of service reimbursements from Veteran's benefits for In-Home Care and payment for options counseling and transitions through the Nursing Home Transition program.

The remaining ten percent of organizational income comes from contributed support. As a Center for Independent Living, Heartland receives an Independent Living grant and funds

through Missouri Assistive Technology from the State of Missouri. Additionally, Heartland staff members and volunteers coordinate multiple fundraisers throughout the primary service area. Furthermore, Heartland employs one full-time grant writer to seek public and private monies. In recent years, contributions have been received from foundations such as the Missouri Foundation for Health, Christopher and Dana Reeves Foundation, The Clorox Company Foundation, Missouri Dental Association Foundation, and Dr. Scholl Foundation.

SERVICE AREA

Population

- ◆ 24% of all Missourians have some type of disability (Centers for Disease Control)
- ◆ Primary Service Area (Franklin, Gasconade, and Maries Counties) Total Population: 125,794 (American Fact-Finder)
- ◆ Poverty Rates (Missouri Association for Community Action):
 - * Franklin 10.8%
 - * Gasconade 15.8%
 - * Maries 17.5%
- ◆ Demographics Snapshot (Based on our most recently completed calendar year)
 - * 52% of our consumers are age 60 and over
 - * 71% of our consumers are female
 - * 63% of our consumers have multiple disabilities



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