



HEARTLAND INDEPENDENT LIVING CENTER

Because home is where the heart is.

**October-
December
2017**

1010 Hwy 28 West
Owensville, Missouri 65066
(573) 437-5100 (Voice &
TTY)
(866) 322-3224 (Toll Free)
(573) 437-5117 (Fax)

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The Director's View

Happy New Year! At least we hope so. 2017 was a very challenging financial year for Heartland and the other 21 Missouri Centers for Independent Living (CILs) due to the cuts in the state's 2018 fiscal year budget that took effect on July 1 of last year. Those cuts gutted 2.4 million dollars of funds used to support independent living programs. Several million dollars of Medicaid funds were also cut as a result of the level of care score a consumer must reach to be eligible for services, a 40% cut to the cost cap for Consumer Directed Services (CDS) consumers, and a 3% cut to the reimbursement rate Medicaid providers receive for administration of these programs.

There was a huge backlash on the Governor and legislators regarding the negative impact the cuts have brought on to senior citizens and individuals with disabilities. Throughout the fall, we kept hearing that lawmakers were working to find a way to overturn the Governor's veto of House Committee Bill 3 (HCB3), which cut the reimbursement rate and raised the level of care score. Unfortunately, that never came about. The hope is that at least some of the funding CILs lost, especially the I.L. grant money, can be restored in the final budget for fiscal year 2019, but early reports estimate that Missouri is staring at a budget deficit of 400 to 600 million dollars for the next fiscal year. It is very apparent that any new line items and/or line item increases will come at the expense of another line item, because there is not going to be any "new" or "extra" money to appropriate.

As the final days of last year's legislative session neared, Center Public Policy Advocates at the Capitol began to hear a reoccurring theme; that lawmakers were confused about the purpose and uses for I.L. program funds versus the purpose and use of the Medicaid monies. Each of those funding sources have separate and specific purposes. Each financially supports completely different programs and services within a CIL. The lawmakers' confusion came from a lack of education from the Centers about exactly who we are and what we do. When we did try to provide that education, our message was not universal or consistent. Mixed messages further confused the legislators. Lawmakers got tired of trying to decipher the messages, so they were just dismissed. For too many years, most, if not all of the CILs assumed that our elected officials knew all about us, that they understood how general revenue funds for independent living programs are not and cannot be used to support CDS and In-Home Care programs, and vice versa. You know what happens when you assume, and that played a big part in the disastrous

financial outcome of last year's legislative session.

I believe that CILs realize the error of our ways. A great deal of time and effort has been put into building cooperation between the Centers to support a consistent, unified message to lawmakers as they begin their 2018 session. How successful our effort will be will depend on the actual dollars lawmakers have to work with and how consistent we remain with our message from now until the session ends in mid-May. There is a great deal of work to be done between now and then.

Pat Chambers,
Executive Director

Heartland Receives a Prestigious United Way Award!

Heartland Independent Living Center (HILC) was surprised and honored at last month's Franklin County Area United Way Victory Celebration in Washington, Missouri.

HILC was presented with the Henry Hartbauer Service Award. Mr. Hartbauer was the first president of the FCAUW board of directors. Heartland was cited for raising over \$2,600 for United Way in spite of state budget cuts that forced Heartland to eliminate several staff positions and take several additional steps to reduce operating costs. Heartland was the smallest of the five companies involved in the 2017 Pilot campaign and the only United Way-supported agency in the group.

Pictured below are HILC staff members Wayne Piles and Molly Steinbeck with the award they received on HILC's behalf during the December 12th celebration.



Upcoming Holiday Schedule

Heartland will be closed on Monday, February 19th, for President's Day, and on Friday, March 30th, for Good Friday.

Happy New Year from Heartland!



Front row, from left to right; Goldie Parrett, Debbie Skasick, Kim Gruenloh, Michelle Rakestraw, Kyla Tungate, Pat Chambers, Dana Loughridge, Stella Clemons. Back row, left to right; Erica Downey, Cindy Humphrey, Wayne Piles, Molly Steinbeck, Dani Turner, Lacey Raaf, and Carlee Jones. Not pictured, Mary Diestelkamp, Jessica Fries, Barbara Grannemann, and the HILC In-Home direct care staff.

First State Community Bank Supports Heartland's Care Closet program

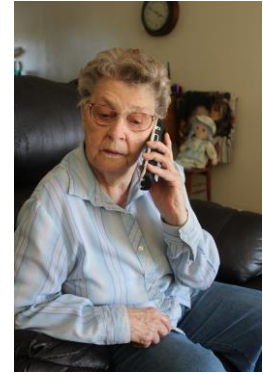
Last fall, First State Community Bank (FSCB) informed Heartland that the bank had selected us to receive community reinvestment funds from the bank's Owensville branch to support HILC's Care Closet program. The Care Closet provides HILC consumers with access to personal care and cleaning products. FSCB connected HILC with another bank customer, Final Sweep, to purchase \$1,800 of supplies! Heartland extends a very grateful "Thank You" to FSCB for their financial support of the much-requested Care Closet program!



Staff from First State Community Bank in Owensville helped HILC unload the \$1,800 in products purchased from Final Sweep in Rolla. The gentlemen in the back are Rick McKinney (L) and his brother, Final Sweep Owner Randy McKinney (R). In the front row, from the left, are Dana Bloemke, Sammi Blankenship, Abigail Jarrett, Brittany Litton and Donna Linhardt from First State, and Heartland E.D. Pat Chambers and HILC Specialist Lacey Raaf.

Consumer Stories

Irene Abrams is a very independent person! Heartland Independent Living Center (HILC) is proud to be able to support her ability to live independently with the help of an adaptive telephone supplied to her without cost by the Missouri TAP for Telephone program. HILC administers the TAP program in Franklin, Gasconade and Maries counties.



HILC recently assisted Irene in receiving her second TAP telephone. When her first phone wasn't working well for her, she requested and received a new phone late last year.

Irene needed an amplified phone for hearing and clarity. The phone allows her to hear and more clearly understand the person she is speaking with on the phone. She says she also appreciates how much louder the ringer is on her adaptive phone. She reports that she has no trouble hearing it when she is in another room.

Irene told us that her daughter calls her each day and she uses the phone for multiple other purposes. It allows her to communicate with family, pay bills and deal with personal matters over the phone without any confusion due to her hearing difficulties.

She enjoys the convenience the phone offers. It is portable so she can move around while on the phone. She also enjoys the caller ID feature, because she can always see who is calling before she picks up the phone. The phone is a key factor in helping Irene to continue to live independently in her home.

Staff News & Notes

Kyla Tungate was recently promoted to the full time position as the HILC In-Home Assistant.



Kyla joined HILC In-Home as an Aide in October of 2014. Within a few months she assumed the responsibilities of a "Floating Aide." A "Floater" is an Aide who has a floating schedule. They cover HILC In-Home clients who are new and don't yet have a regularly scheduled Aide, or providers services when another is ill, has transportation problems or other issues that prohibit them from their regular client(s). Kyla provided outstanding service in that capacity so we were very excited to have her apply when the In-Home Assistant's position

Kyla and her family live in the Belle area.

Wayne Piles joined Heartland's full time staff in mid-November. He is HILC's primary Intake Specialist but his major responsibility is marketing for the organization.

Prior to joining the Heartland team, Wayne worked as a Regional Marketing Manager with Pepsi and Paul Flum Ideas, Inc. He also practiced Unemployment Law; served as Director of Operations for Adopt-A-Stray and as Corporate Trainer for Bloomingdale's and Macy's Inc.



HILC In-Home



Veteran's Home Care

Did you know - - that as a veteran, or veteran's surviving spouse, you may be eligible for assistance with daily living activities within your home?

With a little help, many individuals with disabilities able to maintain their independence at home rather than enter an institutional setting. Certain veteran's benefits offer assistance with the expense of these in-home services.

Services that may be authorized include household chores, meal preparation, laundry, grocery shopping, grooming, transportation, medication monitoring, and scheduled nurse visits.

If you are a veteran, disabled, and need a little help to be able to remain at home, HILC In-Home Care can assist you with the Veteran's Home Care approval process. Once approved, HILC In-Home can set up and oversee the appropriate program for you to receive help at home.

Because after all, "Home Is Where the Heart Is" for every one of us.

Be Prepared for Emergency Situations, Build a Disaster Supply Kit Now

We are residents of the Show-Me State, where the weather shows us that we need to be prepared for weather-related disasters summer, winter, spring and fall. Heartland wants to be prepared for an ice storm or blizzard this winter, and for the floods and tornados that can devastate us in warmer weather months. Here is a list of items you should collect and maintain in a disaster supply kit.

- **Water** one gallon per person per day for at least three days for drinking and sanitation
- **Food** at least a three day supply of non-perishable food
- **Manual Can Opener** for food
- **Radio's** a battery-powered or hand crank radio, and a NOAA Weather Radio with tone alert, and extra batteries for both
- **Flashlight** with extra batteries
- **First Aid Kit**
- **A Pill Box** with all of your medications, no less than a three day supply of each of your prescribed medications
- **Whistle** to signal for help
- **Dust Mask** to help filter contaminated air
- **Plastic Sheeting & Duct Tape** to help you prepare to shelter in place
- **Sanitary Wipes, Garbage Bags and plastic ties** for personal sanitation
- **Wrench or Pliers** to turn off utilities
- **Cell Phones** with battery or solar-powered chargers, or an inverter

Heartland Independent Living Center is looking for potential board members.



If you;

- ✓ Want to work on behalf of individuals with disabilities.
- ✓ Have a disability and successfully function in everyday life.
- ✓ Live in Franklin, Gasconade or Maries County.

What HILC asks for our board members:

- Attend monthly board meetings on the third Monday of the month in Owensville.
- Advocate on behalf of individuals with disabilities.
- Share your strategic thinking skills at meetings.

If you are interested, please contact Heartland Independent Living Center Executive Director Pat Chambers: pchambers@heartlandilc.org or by phone at (573) 437-5100, extension 105.

*Heartland ILC
1010 Hwy 28 West
Owensville, MO. 65066*

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Owensville, MO.
65066*