



HEARTLAND INDEPENDENT LIVING CENTER

Because home is where the heart is.

**April -
June
2019**

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Owensville, Missouri 65066
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TTY)
(866) 322-3224 (Toll Free)
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The Director's View

One of the federally mandated core services for Centers for Independent Living (CIL) is Information and Referral. What that means to the general public is that when someone calls Heartland Independent Living Center (HILC) we are required to be able to provide that individual with the viable, up to date contract information for a resource that will likely provide the requested assistance. That means collecting and maintaining a huge database of community, state and federal resources.

One of the most common ways that HILC collects resource information is by participating in human and social service coalition meetings. These meetings give service providers the opportunity to network with other providers who work in the same communities. Some of these meetings are well attended, some are not., Sometimes there is two hours or more of round trip drive time for a meeting where only a half dozen providers attend. I'm sure many of you have faced the challenge of attending these meetings and thought of a dozen reasons to better use your time, but before you write these meetings off, let me give you an example of why you should attend.

Earlier this summer, I attended the community coalition meeting in Maries County. The meetings are held in Vienna, which is about a 40-minute drive each way from Owensville. The roads will make you seasick, and a large meeting has maybe six people in attendance. I try to attend regularly, but sometimes I allow myself to make something else on my schedule a higher priority. I'm very glad I did not allow that to happen with the group's May meeting. Two days before the meeting, HILC received a request from a former employee. This man's father is dealing with serious health issues that make it very dangerous to get in and out of his home. The request was for a portable, temporary ramp that could be used until the V.A. could install a ramp, but that was not going to happen for at least a couple of months. HILC does have some portable metal ramps, but they are for a house with just a step or two. This person needed a longer ramp with handrails. I provided our former employee with a suggestion or two, but we did not have what he needed for his dad. Two days later at the coalition meeting in Vienna I was talking about assistive equipment. The Veterans Service Representative for the county asked if HILC could use a metal ramp. My ears perked up. The Veterans Representative stated that he had friend whose father had recently passed. The V.A. had provided his friend's dad with a long ramp several years ago. The family was preparing to sell the house, but did not want to just take the ramp to a recycling Center. Their hope was to find another veteran who needed a ramp. My

former employee's father is a veteran, so I expressed interest. The Veterans Representative called me a few hours later with the name and phone number of the family wanting to donate the ramp.

To close out this long story, I contacted the family. The family provided the dimensions of the ramp. I relayed that information to our former staff member. We had a match! Arrangements were made to pick up the ramp and move it to rural Maries County. I'm told that it came in sections, which made it easy to take apart and reassemble, and there were enough sections to give my former employee's dad a safe, sturdy ramp for both his front and back doors!

The moral of this story is that you never know where a resource you may need will come from. If HILC had not attended that meeting and talked about adaptive equipment, my community partner would not have spoken up, and instead of the ramp helping someone else, it may have wound up as scrap. Not every meeting is this productive, but by attending the community coalition gatherings you are giving your organization a chance to be in the right place at the right time. HILC's mission statement is "Accessibility for All." We feel very good that we were able to play a role in providing an accessible ramp to a person that needed it in order to be able to continue to live independently in his or her own home.

Pat Chambers
Executive Director

Air Conditioner Loans Still Available



The Heartland Air Conditioner Loan program is designed for consumers with heart, lung or other medical conditions that require air conditioning. Due to the unusually cool and wet spring, we still have a few A.C. units available. Heartland will loan a 110 volt, single room air conditioner when a consumer meets these guidelines:

- The consumer must have a written prescription from their doctor.
- The program is only for consumers who do not have any existing air conditioning in their homes.
- The consumer must meet Heartland Independent Living Center financial guidelines.
- A \$75 deposit (check, cash or blank money order) is required. This deposit will be refunded when the loaned A.C. unit is returned to HILC in clean and working condition.
- The consumer must sign a loan agreement.

The weather is finally heating up to normal Missouri summer conditions. If you believe you qualify for this program call HILC. The local number is (573) 437-5100. Our toll-free number is (866) 322-3224.

Cooling Stations Provide Relief

Speaking of the heat, the hot and humid Missouri summer season is now in full swing. Our summer weather can pose severe health concerns for everyone, especially for seniors and persons with disabilities who need air conditioning but may not have it in their homes, or don't run the A.C. because it increases their utility bills. Here is a list of area cooling centers as provided by United Way 211 and the Missouri Department of Health and Senior services

<u>County</u>	<u>City/Town</u>	<u>Address</u>
<u>Franklin County</u>		
Beaufort Elementary School	Beaufort	3200 Highway 50
Senior Center	Bourbon	195 E. Elm Street
Senior Center	Gerald	731 S. Main St.
City Hall	New Haven	101 Front Street

City Hall	Pacific	300 Hoven Dr.
St. Clair Ambulance District	St. Clair	3 Paul Parks Drive
St. Clair Senior Center	St. Clair	310 Park Ave.
American Legion	St. Clair	215 W. Gravois Ave.
Grace United Methodist Church	Sullivan	952 N. Church St.
Senior Center	Sullivan	730 W. Main St.
County Seat Senior Center	Union	1329 N. Union Ave.
City Hall Auditorium	Union	500 E. Locust
Senior Center	Washington	1459 W. 5 th St.
Public Library	Washington	410 Lafayette St.
Mercy Medical Building South	Washington	Patients First Drive

Gasconade County

Senior Center	Owensville	214 N. 1 st Street
Wal-Mart	Owensville	1888 Highway 28
Scenic Regional Library	Owensville	503 S. Olive St.

Maries County

Senior Center	Vienna	Ballpark Road
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Crawford County

Senior Center	Cuba	206 N. Smith St.
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Osage County

Nutrition Center	Linn	400 E. Jefferson St.
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Tips to Avoid Scams & Cyber Fraud

Here are some very valuable tips from Washington, Missouri Police Chief Ed Menefee and his department. At a recent Franklin County Senior Resource Team meeting Chief Menefee pointed out that senior citizens and persons with disabilities are the #1 target of scams and cybercrimes. Here are several of the tips that the Chief shared with the group.



Avoiding Scams:

- Do not provide personal information over the phone, by email or by letter.
- Verify correspondence from financial institutions/organizations by contacting them directly.
- Send no money to get supposed lottery winnings.
- If you receive a check, bank draft or money order in the mail and you are asked to cash it, keep some and forward the rest, do not- **It is Bogus!**
- Any correspondence that uses key words to incite alarm or a sense of urgency is probably bogus. They are playing on your emotions.
- Stick with local and reliable contractors that you know for roofing, driveway, yard work, etc.
- If in doubt, call the police and ask them about the correspondence you have received.
- If it is too good to be true, it probably is!

Tips to avoid becoming a victim of cyber fraud

- Do not respond to unsolicited (spam) email.
- Do not click on links that are contained within an unsolicited email.
- Be cautious of email claiming to contain pictures in attached files, as the files may contain viruses. Only open attachments from known senders. Scan the attachments for viruses if possible.
- Avoid filling out forms contained in email messages that ask for personal information.
- Always compare the link in the email with the link to which you are directed. Determine if they match and will lead you to a legitimate site.

- Log directly onto the official website for the business identified in the email instead of “linking” to it from an unsolicited email bank. If the email appears to be from your bank, credit card issuer, or other company you deal with frequently, your statements or official correspondence from the business will provide the proper contact information.
- Contact the actual business that supposedly sent the email to verify if the email is genuine
- If you are asked to act quickly, or there is an emergency, it may be a fraud. Fraudsters create a sense of urgency to get you to act quickly.
- Verify any requests for personal information from any business or financial institution by contacting them using the main contact information.
- And once again, if it looks too good to be true, it probably is.

Staff News & Notes



Kathy Hill joined our staff in May as our full time LPN.

She graduated from New Haven High School before enrolling in the LPN Diploma program at Four Rivers Career Center in Washington, Missouri.

Kathy has over 30 years of nursing experience in hospitals, nursing homes and home health companies.

She currently lives in Owensville.

Jacqueline Haffer also joined HILC In-Home Care’s nursing staff in May. Jacqueline is a part time LPN who along with Kathy Hill and Stella Clemons gives HILC a three-member nursing staff to assist clients and consumers in both our Consumer Directed Services (CDS) and In-Home programs.

Jacqueline has work experience in rehabilitation facilities, nursing homes and doctor’s clinics in and around Rolla. She currently lives in Bland.



Janean Sieckmann joined the HILC In-Home staff in April of this year. She was hired to be a full time Care Provider. She did an outstanding job, which led to her recent promotion as the In-Home Care Program Assistant.

Janean is a graduate of Sullivan High school. She and her husband are parents to an eight-year-old son and six-year-old daughter. The family lives in Owensville.

Janean says she loves every minute of her job. She said her favorite part is meeting our clients and making them feel like they are part of the family.

Cassie Perkins is our newest full time staff member. Cassie was recently hired to take Janean’s Care Provider’s position when Janean was promoted.

Cassie has a wide variety of work experience. For the past three years, she was a teacher At Boeuff Presbyterian Child Care in Gerald, Missouri.

Cassie lives in Owensville.



Hill Recognized with Special Award

New HILC In-Home Care LPN Kathy Hill has made a very positive impression in her first few months on the job. Kathy is the definition of a team player. When something needs to be done, Kathy is more than willing to take on the extra assignment, whether it is in her job description or not. Recently one of our Care Providers was out sick. The staff member's illness meant that one of our In-Home clients, who really needed services that day, was not going to receive the direct care they needed. Kathy is a LPN. Her job description does not call for her to provide homemaker chores or assist with personal hygiene. Kathy overheard the conversation about the client who would not be receiving services and immediately volunteered to travel to the client's home and provide the needed care, and did so knowing that she would be working well past our regular 4:30 closing time.



Because of her outstanding attitude and work ethic, Kathy has been recognized with Heartland's "Above and Beyond" Award. She is just the fourth recipient of this award. Pictured to the right is Kathy receiving a certificate from Heartland Independent Living Center Executive Director Pat Chambers.

Heartland Cancels DMH Service Contract

In early July Heartland Independent Living Center (HILC) notified the Missouri Department of Mental Health (DMH) that we would no longer be providing Personal Assistant, Respite or Transportation services to DMH clients. Heartland was approved as a DMH vendor in August of last year.

HILC Executive Director Pat Chambers said it was a very difficult decision. "We were 11 months into our contract with DMH," Chambers said. "Unfortunately, our DMH program coordinator left Heartland for another employment opportunity. We did not have anyone else on staff with the specific educational background required by DMH. We advertised the position but did not have any applicants with the education and work experience the coordinator's position required. The inability to find a qualified replacement for the coordinator, the financial reality that the program was operating at a significant financial loss since its inception, and the likelihood that it would continue to lose money for another 12 to 18 months, led to my decision to terminate our DMH contract at this time." Chambers is happy to report that outside of the coordinator who resigned, the rest of the staff working with the DMH program have been retained with positions in HILC In-Home Care. The HILC Executive Director also reports that all of the clients who were receiving services from Heartland have been transferred to other DMH-contracted providers serving the client's respective communities.

Please Stay Cool!

As this newsletter is being written, Missouri is under an Extreme Heat Advisory. Here are some basic, but potentially life-savings tips to survive the heat.



- ✓ Find Air conditioning
- ✓ Avoid strenuous activities
- ✓ Watch for heat illness such as heat cramps, heat exhaustion, and heat stroke.
- ✓ Wear light weight and light colored clothing
- ✓ Check on family members and neighbors
- ✓ Drink plenty of fluids. Water will keep you hydrated. Soda and alcoholic beverages do not.
- ✓ Never leave people or pets in a closed car!

See more information about extreme heat from Ready.gov and the Centers for Disease Control and Prevention.

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.

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