

Heartland Independent Living Center



Heartland Independent Living Center (HILC) is a non-profit, non-residential organization that serves individuals with disabilities living in Franklin, Gasconade and Maries counties, as well as residents in several surrounding counties in east central Missouri.

Our programs and services assist people to become, or maintain, independence in their own homes through the assistance of a large number of programs and services offered without cost to the consumer. Those programs include, but are not limited to, Consumer Directed Services (CDS), In-Home Care services (IHC), adaptive equipment, assistive technology, dental services, the Care Closet, Disability Awareness Education, and the core services of Advocacy, Information & Referral, Independent Living Skills Training, Peer Support and Transition.

HILC is one of 22 Centers for Independent Living in the state of Missouri. HILC's mission is to create "Accessibility for All." We seek to empower people with disabilities by helping them to live independently with dignity and security.

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-
December
2020**

PROGRAMS

& Services

IMPACT REPORT

January 2021

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 removed 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 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 2020 Fast Facts

- Total consumers served— 349
- In-Home Care- 142
- Consumer Directed Services- 148
- Care Closet—330
- TAP Telephones & internet provided— 12
- Assistive Equipment provided—247
- Dental Assistance— 11
- Consumers receiving financial assistance— totaling \$928
- Missouri Property Tax rebate program (MOPTC) processing assistance—\$18,160 in total rebates





Adaptive Equipment

Heartland loans and donates hundreds of assistive devices each year to persons with disabilities living in 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 accepts some donated equipment, which we recycle back into the community to those in need.

TAP Phones

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

TAP Internet

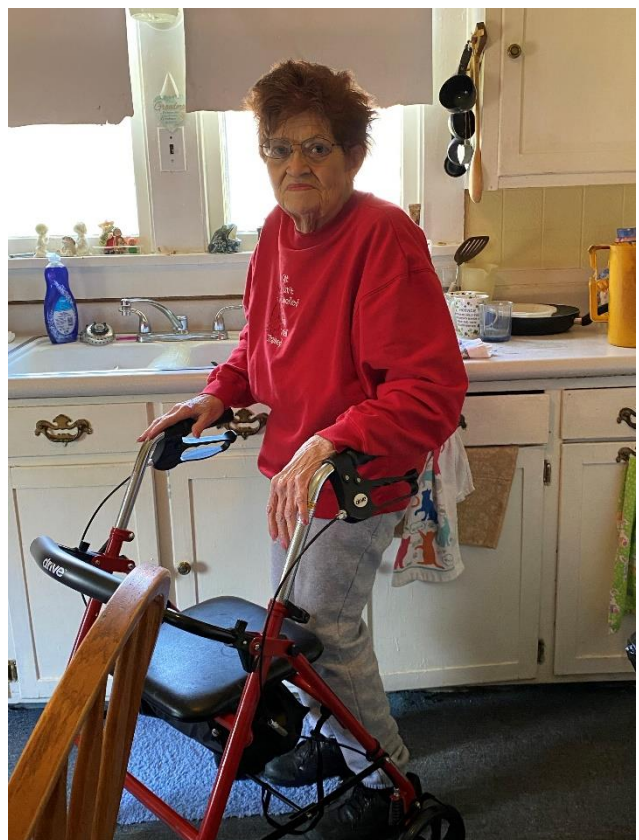
The Telecommunications Access Program for Internet (TAP-I) is for people who cannot access the internet and/or email on their computer because the regular computer keyboard, mouse or monitor are not accessible. The TAP-I program will provide, at no cost to qualified applicants, alternative keyboard, mouse, and software for use on an applicant's home computer.

Consumer Directed Services (CDS)

This program allows the redirection of Medicaid dollars for in-home care by consumer-employed personal care attendants, 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

In-Home Care

Clients of HILC In-Home Care receive assistance with activities of daily living from Heartland-employed aides. The In-Home Care staff and LPN's deliver need assessment, case management, and personal care. Missouri Department of Health and Senior Services works with the client to develop a Plan of Care that meets the personal needs that the client and their family express. Heartland ILC works with the client and family to manage that Plan of Care, ensuring that it meets the client has continued needs throughout the year. Staffing is guaranteed and services are provided as approved, including holidays and weekends.



COMMUNITY SERVICE

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 must lack dental coverage, and have an income at or below 185% of the federal poverty level. Heartland schedules 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. Consumers and clients receiving services from HILC are eligible for use of our Care Closet.



Disability Awareness Education Program

Heartland offers Disability Awareness Education to interested area schools. Participants receive lessons in disability etiquette, including People First language and the dos and don'ts of interactions 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: "blind" obstacle course, limited mobility, and dyslexia. The program is presented to approximately 500 school children per academic year. During this year of COVID we sent area schools a virtual Disability Awareness presentation to share with their students.



FUNDING



Approximately 95% 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 our Department of Mental Health provider agreement.

The remaining five percent of organizational income comes from contributed support. As a Center for Independent Living, Heartland receives an Independent Living grant from the State of Missouri. Additionally, Heartland staff members and volunteers coordinate fundraisers throughout the primary service area. In recent years, contributions have been received from foundations such as the Franklin County Area United Way, Owensville Garden Club and Missouri Dental Association 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: 127,481 (American Fact-Finder)
- ❑ Poverty Rates (Missouri Association for Community Action 2020)
 - ❑ Franklin 9.2%
 - ❑ Gasconade 11.8%
 - ❑ Maries 13.9%
- ❑ Demographics Snapshot (Based on our most recently completed fiscal year)
 - ❑ 62% of our consumers are age 60 and over
 - ❑ 67% of our consumers are female
 - ❑ 70% of our consumers have multiple disabilities



January 2021

Heartland Independent Living Center



Because home is where the heart is.

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