

Honoring Opportunities for Personal Empowerment

H.O.P.E.

Volume 1, Issue 2

February, 2005

You will be secure, for there is hope. Job 11:1

The four candles burn slowly. The ambiance was so soft you could hear them talking. The first one said:

"I am Peace! However, nobody can keep me lit. I believe I will go out."

Its flame rapidly diminishes and goes out quickly.

The second one says:

"I am Faith! Most of all, I am no longer indispensable so it doesn't make any sense that I stay lit any longer."

When it finished talking, a breeze softly blew on it putting it out.

Sadly, the third one spoke in its turn and says:

"I am Love! I haven't got the strength to stay lit. People put me aside and don't understand my importance. They even forget to love

those who are nearest to them."

And, waiting no longer, it goes out.

Suddenly, a child enters the room and sees three candles not burning.

"Why are you not burning? You are supposed to stay lit until the end."

Saying this, the child begins to cry...

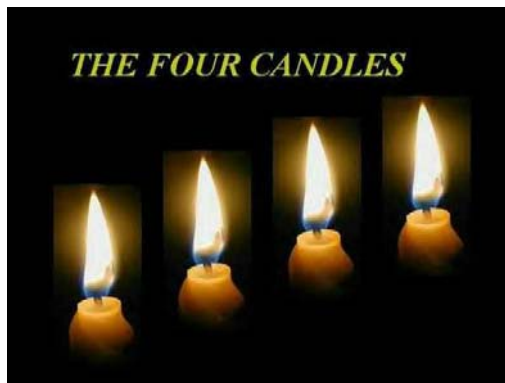
Then the fourth candle said,

"Don't be afraid. While I

am still burning, we can re-light the other candles. I am Hope!"

With shining eyes, the child took the candle of Hope and re-lit the other candles.

The flame of Hope should never go out from your life and may each of us maintain Peace, Faith, Love and Hope in our lives.



Yesterday is already a dream, and Tomorrow is only a vision; but Today, well lived, makes every Yesterday a Dream of Happiness and every tomorrow a vision of Hope.

H.O.P.E. continues to grow by your referral. Many thanks for your trust & confidence.

Please check your records to ensure you have our correct mailing address: H.O.P.E., P.O. Box 13374, Des Moines, IA 50310

H.O.P.E. is

Growing!

We are excited to share the excitement of growth! We have expanded into Story County where we have begun providing CDAC services. Our Independent Living Opportunities Department is receiving referrals in each area of SCL (Supported Community Living), CDAC (Consumer Directed Attendant Care), and Respite. It has been an honor to be of service to our participants.

Our Employment Opportunities Department is currently under renovation and we in the process of developing an innovative plan that we will be unveiling soon.

Our Advisory Board is finalizing the final draft on our 1st Satisfaction Survey that we will be sending to our participants in March/April.

Finally, our Medicaid Review will be held later this month. We have been blessed with a dedicated and flexible direct care provider team. Case managers and Vocational Rehabilitation counselors have worked efficiently to ensure we are receiving each participant's information. There are moments of frustration, but the overall feeling is one of humble satisfaction. Thank you for your willingness to experience H.O.P.E.



Linda Matkovich,
Co-Founder & CEO

“Can you imagine what your world would be like if you totally depended on someone else just to get out of bed in the morning? Or what if you couldn’t get to a doctor’s appointment or the grocery store without making transportation reservations 24 hours in advance? Sure leaves little room for spontaneity!”



Amy Wallman,
Co-Founder & COO

“Why isn't a tendency to expect the best possible outcome wise?”

Teamwork makes the Dream work...

The acronym **T.E.A.M.** stands for:

Together,
Everyone
Achieves
More.

At H.O.P.E., we feel that every participant has unique individuals that compose their team to advocate in various ways to become to reach daily successes.

In many ways, the Direct Care **Team** Provider who works with our participants on a regular basis are one of the most valuable individuals in their lives. Just by showing up on time speaks volumes. It says to the participant, “You Care ~ I Count”, “You are important to me”, “I know you count on me”, and the list can go on.

Can you imagine what your world would be like if you totally depended on someone else

just to get out of bed in the morning? Or what if you couldn’t get to a doctor’s appointment or the grocery store without making transportation reservations 24 hours in advance? Sure leaves little room for spontaneity! However, many of the supports an individual with disabilities needs to become or remain as independent as possible can sometimes seem irrelevant or unimportant. Taking out the trash on a regular basis, taking a little extra time with fixing their hair or shaving to look a little extra spiffy for a special night out, eating nutritiously to not only offset future health consequences, but to ensure medications are digested correctly. It’s these little details that deserve the time and attention so our participants achieve overall success as well as individual successes in goals met.

I believe we have a unique Direct Care **Team** who have taken to heart our C.A.R.E. and AAA models.

Amy’s Anecdotes

An excerpt from "Meditations For Strength and Inspiration" by Sue Patton Thoele:

"Society encourages us to be what it considered realistic, and there are even semiderisive descriptions for those people with positive attitudes: cockeyed optimist, Pollyana, and Ivory-Tower Idealist to name a few. But why is it cockeyed to be optimistic? Why isn't a tendency to expect the best possible outcome wise, rather than naive or stupid?

A dedicated realist might answer that we are only setting ourselves up for disappointment when we habitually expect the best; I would respond by saying that a negative or pessimistic attitude, masquerading as realism, ensures us discouragement as we apprehensively wait for the ax to

fall."

Expectations...what do we expect from ourselves? What do we expect from others? Should our expectations be the same or different depending on socioeconomic status, age, race, IQ or physical abilities? How do we feel when someone tells us that our hopes and dreams are just not feasible, that our expectations are just too high? I think that expectations are changing and I am thrilled! When people are aware that they have low expectations, they often live up to that expectation sadly. I wonder what would happen if we held higher expectations for everyone, knowing that everyone has potential to make an impact on this world. That is my expectation.....to have high expectations.

Questions & Answers from Miss Wanda Waiver

The Heartbeat of
H.O.P.E.—
our Direct Care Team



*Miss Wanda
Waiver*

**To our Direct Care Provider Team:
1099's will be mailed only if you received \$600 or more in 2004. If you haven't received yours yet, please contact Linda. If you made under \$600, you will not receive a 1099. 1099's are sent to the IRS.**

Q. "I am providing services for a participant and need to take them to the doctor. Is the time they are with the doctor billable?" signed, Conscious

A. Good question, Conscious! Duplicate Medicaid services are not billable. The physician is providing medical services and the provider is providing either SCL or CDAC service, so you are fine to bill for the service you are providing.

Q. "I am providing SCL services for a participant and need to pick them up from the train station after a holiday visit. Is that billed as SCL?" Signed, Integrity

A. Wow, Integrity, so impressed with you! If part of the SCL plan includes needing this component, then it is billed as SCL.

Q. I) is a meeting sign in sheet required? After all, if documentation notes are acceptable and I document who is present at a small attended meeting, isn't it ok that I just write down who is present?

A. If you are training staff in an area that is required by waiver, you just need to have some mechanism to show that they attended the training. We don't care how you do it.

Q. I work with an individual who has some emotional and behavior disorders.

Occasionally, they will get frustrated and 'kick out' their staff. The staff will leave to honor the participant's request, but will help

from a distance so to speak by calling the participant's therapist, parents or other individuals who may help to de-escalate the situation. They are working for the participant to help learn better coping skills and ultimately to end the choice of kicking out staff and learning ways to communicate thru issues...however, this is a process. Sometimes, the staff may be gone just less than an hour. How is this time billed?

A. As far as the individual with behavioral issues, if you are working with them during SCL time, and you are helping them cope with their behavior, you can bill that as SCL time.

Q. thanks, Miss Wanda! You are wonderful - how's that wonderful Wanda

Waiver!! getting a little deep in here...

anyway - another ? - can staff refer to themselves as myself, me or I vs. staff in documentation?

A. It's preferred if they refer to themselves as "staff" versus I, me, myself, etc. For example, "staff assisted Joe with..."

Dental Care for Persons with Disabilities

Low-income children and young adults with disabilities may be eligible for free dental care through a program coordinated by the University of Iowa.

The statewide program, Dental Care for Persons with Disabilities is administered by the Dept. of Pediatric Dentistry at the UI College of Dentistry, the Center for Disabilities and Development and the Iowa Dept of Public Health.

Qualifications are:

- Iowa resident younger than 21

- Have a physical, emotional or developmental disability
- Family income less than 200% of federal poverty guideline

Those with any form of dental insurance such as Medicaid (Title XIX), Hawk-I, etc. are not eligible. Due to limited funding, there are some restrictions on types of treatments covered. For more information, contact: Gayle Gilbaugh, Project Coordinator at 319-356-1513 or email to

Gayle-gilbaugh@uiowa.edu

Travel the path of integrity without looking back, for there is never a wrong time to do the right thing. Life is a journey.

Upcoming Trainings / Conferences

February 2005							March 2005							April 2005						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
		1	2	3	4	5			1	2 HOPE 201	3	4	5						1	2
6 PEC Feb 6-8	7	8 Exec Board	9 HOPE 101 Voucher due	10	11	12	6	7	8 Exec & Adv Board	9 Voucher due	10	11	12	3	4	5	6 Voucher due	7	8	9
13	14	15	16	17	18 Checks mailed	19	13	14	15	16	17	18 Checks mailed	19	10	11	12 Exec Board	13	14	15 Checks mailed	16
20	21	22	23	24	25	26	20	21	22	23	24	25 Good Friday	26	17	18 HOPE 201—OR	19 HOPE 201	20	21	22	23
27	28						27 Easter Sunday	28	29	30	31			24	25	26	27	28	29	30

Feb. 9, Mar 1 and 4/18 or 19- 5:30-8:30, Urbandale Library study room Please RSVP. HOPE 101 = Orientation for Ind. Contractors, part I with Linda & Amy—if you haven't rec'd the training session that reviews the 3 ring binder contents, then you need to be there. HOPE 201=Orientation with Waiver Specialist, Kim Wilson.

Document/Time Sheets & Vouchers due for previous month—Feb 9, Mar 9, Apr 6, May, 4 (send time sheets on a weekly basis; vouchers monthly) Executive Board meeting Reimbursement checks mailed (Pay Day!)

rangements with Linda by the Sunday prior
Advisory Board meeting

If you need to pick up your check, make ar-

Iowa Parent—Educator
Conference Feb 6-8, 2005
Scheman Center, ISU, Ames
Contact your local AEA for
registration information

Additional Resource Information:

Iowa Resources:

SHARE Iowa: a program that you volunteer a few hours a month in exchange for discounted groceries. 800.344.1107 or www.shareiowa.com

Telephone Equipment Distribution Program for the disabled—offers adaptive devices 515.282.5099

Low Income Telephone Assistance Program: ask your phone co for the LITAP app

Low Income Home Energy Assistance Program: Apply in October for heat/energy assistance thru your local outreach/comm. Action office.

Free kit on diabetes
800.599.3108

Nat'l Info Center for children & youth w/disab. 800.695.0285

www.nichcy.org

Adult Advocacy 800.432.9229

JUSTICE FOR ALL -- A Service of the American Association of People with Disabilities at www.aapd-dc.org/JFA/JFAabout.html

Justice For All or JFA releases action alerts as well as information

related to federal legislation and decisions of the Supreme Court. Justice-For-All FREE Subscriptions To subscribe or unsubscribe, send mail to majordomo@JFANOW.ORG with one or the other in the body of your message: subscribe justice unsubscribe justice

Websites & Books

http://www.dhs.state.ia.us/MedicalServices/hcbs_waivers.asp (Medicaid Waiver program information packets)

www.coderedover.org (safety sites for kids)

www.casey.org/cnc/support-retention/packet-skills.html

www.quasar.ualberta.ca/ddc/inc/ssk.html

www.idonline.org (social, recreation skills)

www.kidpower.org (newsletter for kids & teens)

www.autism-ally.com, www.sizemoreenterprises.com

[Http://members.ebay.com/aboutme/bjornskov](http://members.ebay.com/aboutme/bjornskov) (Braille material)

www.childrensdefense.org (info

for grandparents)

www.attainmentcompany.com (assistive tech co.)

www.cherryhillbooks.com

Helpful Hints for Independent Contractors

tax help:
www.oursite.net/daycare/taxes.htm

health ins. : Mega Life & Health Ins. www.megaforyou.com or call 1-800-346-2104

www.hpsso.com

www.nase.org or call 1-800-933-0655

<http://www.sunrisemarketinggroup.wizecare.com/>

www.fbfs.com -Farm Bureau Service

www.pekininsurance.com

Nat'l Center for the business of family child care:
www.redleafinstitute.org

State wide trainings:
www.disabilitytrainings.org/calendar.html

<http://www.iowacapta.org/courses/courses.htm> (Free HIPAA training)

Something to ponder...

*May those who love us,
love us...*

*And those who don't
love us,
May God turn their
hearts;*

*And if He doesn't turn
their hearts,
May He Turn their
ankles*

*So, we'll know them by
their limping.
Celtic Irish Blessing*



Mental Health/Mental Retardation/Developmental Disabilities/Brain Injury Commission

If you have indicated an interest in Iowa's System Design for Children with Disabilities, here is the scheduled meetings dates, times and locations for calendar year 2005 for the Mental Health/Mental Retardation/Developmental Disabilities/Brain Injury Commission:

- * February 17, 2005 – Iowa Lutheran Hospital, Conference Rooms A and B, 700 E. University Avenue, Des Moines, Iowa
- * March 17, 2005 – Woodward Resource Center, Staff Development Unit Large Room, 1251 334th St., Woodward, Iowa
- * April 21, 2005 - Woodward

Resource Center, Staff Development Unit Large Room, 1251 334th St., Woodward, Iowa

- * May 19, 2005 - Iowa Lutheran Hospital, Conference Rooms A and B, 700 E. University Avenue, Des Moines, Iowa
- * June 16, 2005 - Iowa Lutheran Hospital, Conference Rooms A and B, 700 E. University Avenue, Des Moines, Iowa
- * July 21, 2005 - Iowa Lutheran Hospital, Conference Rooms A and B, 700 E. University Avenue, Des Moines, Iowa
- * August 18, 2005 - Iowa Lutheran Hospital, Conference Rooms A and B, 700 E. University Avenue, Des Moines, Iowa

- city Avenue, Des Moines, Iowa
- * September 15, 2005 - Iowa Lutheran Hospital, Conference Rooms A and B, 700 E. University Avenue, Des Moines, Iowa
- * October 20, 2005 - Woodward Resource Center, Staff Development Unit Large Room, 1251 334th St., Woodward, Iowa
- * November 17, 2005 - Iowa Lutheran Hospital, Conference Rooms A and B, 700 E. University Avenue, Des Moines, Iowa
- * December 15, 2005 - Iowa Lutheran Hospital, Conference Rooms A and B, 700 E. University Avenue, Des Moines, Iowa

Information for Families from the Association for Children's Mental Health. Check out this easy to read booklet that is a great resource at: http://www.acmh-mi.org/41447_ACMH_Booklet.pdf about Evidence Based Practice Beliefs, Definitions, Suggestions for Families. This document explains Evidence Based Practice and is very inclusive.

Respite Funding for Children with SED

IRCCC is asking you to help spread the word about available funding for respite services for children with a Serious Emotional Disturbance (SED). We will need medical documentation of a diagnosis under DSM IV. This Direct Family Access Respite program is for families that do not qualify for other sources of respite funding. In it, the family makes application,

the award is to the family, the family decides who they will use for respite provider and the check is sent to the family to reimburse the expense. IRCCC has entered into a contract with DHS to provide respite funding for children and adolescents with SED. The limit is \$1,000 per family with one qualifying child and \$2,000 per family with two or more qualifying children. It is impor-

tant that we reach families in need of respite early so they will have sufficient time to use the funds wisely. For more information, please contact IRCCC at 515-309-0858 or 877-255-3140 or go to our website at www.irccc.com.

Promoting Social Emotional Competence— Internet Chats with Leading Experts

For more information on these chats, please see <http://csefel.uiuc.edu/chat.html> March 30, 2005, 1-2 PM CT Leadership Strategies for Supporting Children's Social & Emotional De-

velopment and Addressing Challenging Behavior Guest: Barbara Smith, PhD, Univ. of Colorado/ Denver. Summary: In this chat, discussion will include strategies, tools, and resources available for administrators to use in

their efforts to help early care providers support children's social emotional development and address challenging behavior. The chats are help in partnership with several organizations.

Rights, Health & Safety

(Safety for the Disabled)
"Home Security"

1. Put good locks on your doors. Deadbolt locks are best, but make sure you can easily reach and use the locks you install.
2. Install peepholes on the front and back doors at your eye level. This is important if you use a wheelchair.
3. The most secure entry doors have no glass in them. A 2nd best choice would be doors with glass only at the top & with small panes.
4. Know your neighbors. Watchful neighbors who look out for you & themselves are a frontline defense against crime.
5. If you have difficulty speaking, have a friend record a message (giving your name, address & disability) to use in emergencies. Keep the tape in a recorder close to the phone.

Thanks to the Howard Center for sharing this!



H.O.P.E.

P.O. Box 13374, Des Moines IA 50310

Phone: 515.277.HOPE (4673)

Linda—cell 515.554.8989

Email: 1HOPE_Linda@prodigy.net

Amy—cell 515.554.7040

Email: HOPE2_Amy@yahoo.com

Fax: 563.381.3333

Toll-free: 888.386.2795

www.hope-agency.com

To be updated...soon!

You will be
secure...for there
is hope. Job 11:1

Ill and Handicapped Waiver: Respite, CDAC

Brain Injury Waiver: Supported Community Living, Supported Employment, Respite, CDAC, and Transportation

Mental Retardation Waiver: Supported Community Living, Supported Employment, Respite, CDAC, and Transportation

Elderly Waiver: CDAC, Respite, Transportation

Our H.O.P.E. List

The following items or services are needed to help us best serve our participants. If you can donate any of the following, please contact Linda Matkovich or Amy Wallman at 515.277.4673.

HOPElist items:

_Handicapped Accessible Van
_Household items for participant moving into apartment
_Tickets for games, movies, special events in Des Moines area

_2005 Entertainment Books

_Fire-proof box

_Ink Jets- hp56 and hp57

_Postage Stamps

_Funds to purchase a communication device for a boy with autism

How to Get Involved

- Helping with office work
- Printing, collating and mailing our newsletters
- Volunteering to coordinate a community activity for one or more of our participants
- Helping with special events, such as our Annual Festival of H.O.P.E. or Summer activity (yet to be named...)
- Helping with fund raising events, such as a luncheon with a speaker, a golf marathon, etc...
- Copying, collating and assembling orientation manuals and participant handbooks.

H.O.P.E. Advisory Board

Nathan DeLange
Brooke Lovelace
Michelle Tietz
Jason Madden
Larry Christiansen
Linda Christiansen
Donna Grange
Tammi Matkovich
Dave Wallman
Dr. Marci Krueger
Allen Green
Mardi Deluhery
Bob Williams
Jared Vincent

H.O.P.E. Credentials

Home and Community Based Services (HCBS) Waiver Provider accredited to provide (see above):

SCL—Supported Community Living

SE—Supported Employment Services

CDAC—Consumer Directed Attendant Care

Respite

Transportation

Contracted with DVRS (Vocational Rehabilitation) to provide Employment Services

Certified Employment Services Specialists