

H.O.P.E. Happenings

H.O.P.E.

Volume III, Issue 3

October, 2007

“You will be secure, because there is hope.” Job 11:18 NIV

H.O.P.E. “Falls” Into Change



There is change in the air. Autumn brings crisp mornings and falling leaves. At H.O.P.E. this also means the arrival of some new, but familiar faces to our agency. We would like to welcome Nancy Williamson and Melinda Courage to new roles with H.O.P.E.

Nancy comes to us with an official title of Independent Employment Specialist. She is working hard to look for employment opportunities for our participants. Nancy also teaches preschool, but we are very excited to see more and more of her here at our agency.

Melinda is our marathon runner who is taking time out of her running to read and approve documentation as well as to prepare us for the upcoming C.A.R.F. review. Her official title is that of Independent Premier Quality Specialist. She not only reads the documentation but also produces measurable outcomes for each of our participants. Don't worry, Melinda has not given up running all together, just long enough to do a little reading on the side.

It is exciting to watch our agency grow and expand and to bring such an outstanding caliber of people on board in order to make it happen.



Nancy Williamson



Melinda Courage

Save the Date & Shop till you drop!

Who doesn't love a great deal? Do we have one for you?! This year H.O.P.E. will be participating in the Community Day Sales Event at Younkers. What this means is that we have the opportunity to pre-sell coupon books that may be used at Younkers Saturday, November 10th. The books sell for \$5 with 100% of the proceed going to our Heart of HOPE fund. Each \$5 coupon book contains a coupon good for \$10 off a purchase of \$10 or more and eight



20% coupons which may be used at this one day shopping event. We have coupon books at the H.O.P.E. office, so ask your friends, neighbors, aunts, etc., if they would like to get in on this great deal. We will also be selling the books at Younkers at Merle Hay Mall Wednesday, October 24 from 6:00-8:00 pm and Saturday, November 3 from 2:00-4:00 pm. We welcome any volunteers who would like to help sell the coupon books at the mall. Please call the office (277.4673) if you are interested in helping.

“Our goal is to not only be the premier agency in Iowa, but to raise the bar of quality of services so high that others have no choice but to follow—thus improving services overall.”



L to R:

Amy Wallman Madden, Co-Founder & COO; Tammi Matkovich, the inspiration for H.O.P.E.; and Linda Matkovich, Co-Founder & CEO

Linda's Logic

I have a fire in me that was sparked by the inadequacies our family experienced with receiving services in 6 different counties in Iowa. *That spark ignited a passion to change people's lives.* I knew that to do this it had to be two-fold—through our participants and their providers. Many of you have heard me say that our participants are the Heart of HOPE and the providers are the Heart-beat of HOPE. One cannot exist without the other and be successful. I have always held in highest esteem the person who was “in the field” and providing the actual service to my daughter. They are the person who will be the key factor in her moving forward or backwards towards success in living independently. It frustrated me beyond words when Tammi's staff weren't allowed to talk or share their input at her team meetings.

Our goal is to not only be the premier agency in Iowa, but to raise the bar of quality of services so high that others have no choice but to follow—thus improving services overall. We can't ex-

pect the quality of services to improve if folks aren't willing to change the way things are being done. And folks won't change unless (1) they are taught to do things differently (2) they are treated with respect and appreciated for their efforts and (3) they are paid a professional fee for their services.

At H.O.P.E., I am so excited with the positive changes we are bringing forth. We have had a few stumbling blocks which have been excellent tools for learning experiences. We want families and participants to share their concerns and cheers with us (which is why we changed grievance procedure to “I have a concern...not necessarily a complaint”). In the next few months, we are unveiling some fabulous opportunities for our H.O.P.E. participants & providers. We've already shared about our Heart of HOPE fund and are looking forward to opening up the application process in the next few weeks! Stay tuned as you'll also hear ways we are improving our provider's role with H.O.P.E. as well!

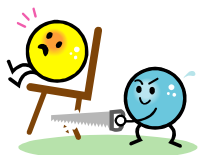
Amy's Anecdotes

Have you ever heard the saying, “Watch out where you sit because there might be a knot in that wood and your chair might fall through”? Well, if you haven't heard this, it might just become one of your new favorite expressions.

Random, yes I agree, but look for the deeper meaning here. I guess what “lesson” I found in this recent incident (yes, this actually happened) was this: We can plan for worse case scenarios. We can plan for known speed bumps in the road.

We can plan for what we *think* might happen. But, sometimes the unexpected just happens and barring we don't break a hip from the incident, we just get up and keep going. Of course it also helps if you have a friend there to help you up and laugh with you. So in keeping true with Amy's anecdotes, my words of perception today is to know that unexpected things *are* going to happen, and to keep your friends close and dear, because you never know when your chair might fall through a knot in the wood.

“Watch out where you sit because there might be a knot in that wood and your chair might fall through.”





Alison's Assertions



Alison Lumsden,
Director of Independent Living Opportunities.

It is true, mom does know a thing or two Mom's advice can carry over in to every aspect of your life. Alison shares her insight on life's little instructions.

I am sure that many of you can relate (and even laugh) when I say that growing up I questioned the worth of my parents' advice. I thought, surely things were different "back in the olden days" and they couldn't really understand what I am dealing with (kids know it all, right?). And now, to my parents' immense satisfaction I'm sure, I am in the position of realizing that my kids are probably not going to hang on to and follow my every word. I am still learning and definitely am not the bearer of all things wise and wonderful but when I hear a good thing I like to pass it on (just call it the parent complex). You know those "Little Instruction Books" that grace coffee tables and bathrooms around the country? My mom gave me one when I turned 18 with the inscription, "Now that you are an adult I hope you enjoy this book but also use it to guide your life". Now that I can appreciate Mom's advice, I try to read it through at least once a year. Something new always strikes me that I try to follow. I wanted to share a few that resonated with me in this year's reading as they relate to what we are trying to accomplish through H.O.P.E.:

- 43. Never give up on anybody. Miracles happen every day.
 - 139. Never deprive someone of hope; it might be all they have.
 - 197. Don't forget, a person's greatest emotional need is to feel appreciated.
 - 295. Keep expectations high
 - 368. Remember that no one makes it alone. Have a grateful heart and be quick to acknowledge those that help you.
 - 385. Compliment even small improvements
 - 475. Don't expect others to listen to your advice and ignore your example
 - 505. Be a leader. Remember, the lead sled dog is the only one with a decent view
 - 510. Count your blessings
- Luckily, these were too good for me to just make up but they are tried and true and I hope that something struck you as an important little instruction for life. And just maybe someday you can tell my kids that their mom did know a thing or two!



Angel of H.O.P.E.

A Penny for your thoughts...

This issue would like to recognize Dennis Gustafson as our Angel of H.O.P.E.



Dennis joined our H.O.P.E. family after being on-air with a local radio station for 30 years. He brings to our families a level of commitment to work with integrity. He is grounded in his faith and uses his beliefs to provide the best quality of service possible for his participants.

Dennis takes a special interest in his participants and goes above and beyond looking for ways to meet each and every need. Thank you Dennis for all that you bring to H.O.P.E.

Please submit nominations to Kim at the HOPE office for your next Angel of HOPE.

What is success?

"Success in life has nothing to do with what you gain in life or accomplish for yourself. It's what you do for others."

Danny Thomas

"To laugh often and much; to win the respect of intelligent people and affection of children; to earn the appreciation of honest critics and endure the betrayal of false friends; to appreciate beauty, to find the best in others; to leave the world a bit better, whether by a healthy child, a garden patch or a redeemed social condition; to know even one life has breathed easier because you have lived. This is to have succeeded."

Ralph Waldo Emerson



10 Effective Ways to Make Playtime Fun for Children with Special Needs



To get the most from playtime activities you have to stick to a set of rules. The rules may change according to the child but generally these rules help to achieve constructive play gaining the benefits listed below.

- Play it their way - Encourage them to play the games they like to play. If they show an interest in a certain sport or activity then GREAT! Let them play their games so that they can get the release that they will feel good about.
- Exposure to new things - Children with social disabilities often seem like they are not interested in new things but sometimes exposure to new games and activities sparks of an interest that they really get enjoyment from. This also helps them to build on their experiences and broaden their learning.
- Great minds think alike - Find other people that share the same interests. This may seem like an impossible task but you will be amazed at what goes on in the houses you are surrounded by. Other disability support groups are often a great place to meet like minded people who will share their interests willingly. This will be a great way for them to have a little social contact that doesn't end up in tears.
- Go when the crowds are gone - If children show a particular interest in activities but are put off by the crowds then find a time when the crowds are gone. This is often good to help them do something they really enjoy.
- Follow the leader - Let them take the lead. If they want to play in a certain way then you may find that letting them express themselves is a good way to help them vent their built up frustrations.
- Take your time - Let them take their sweet time to enjoy an activity. If they are forced to rush through a game or sport then it may not be so enjoyable and the experience may start to go wrong.
- Everyone makes mistakes - Let children make mistake after mistake because this will help build confidence and resilience to failure.
- Don't conform - Don't force children to conform to social rules. Expression in their own way will help them feel comfortable which is a good way to play.
- Use their interests - Use the subjects they are interested in as a way of encouraging them to play other activities.
- Quit if it doesn't work - You can't force a child to play a certain way or do a certain activity if they don't want to. Encourage them of course, but if they really don't want to do something then don't force them.

About The Author

Ben Sidman is a Parent of an amazing autistic child and founder of www.autism-support-community.com - an informative and friendly web site for parents with autistic children.

HOPE 301 resets the clock for your continuing education requirements. If you attended 301 you will automatically receive 2 hours. You will have until September 2008 to complete any remaining hours. Be sure to turn documentation of your hours into the office so your file can be updated!



Reasons to Celebrate

Here are some creative reasons to celebrate!

October

Marks Fire Prevention Month. Check the batteries in your smoke detectors and practice a home fire drill.



21st: Thomas Edison invented the light bulb. Think up some new wonderful invention that will help make life easier for you.

November

2nd: Daniel Boone was born in 1734. Go camping to celebrate.



14th: Moby Dick was published in 1851. Look up an interesting fact about fish or visit an aquarium.

December

10th: Pancake festivals are

held in Pennsylvania. Make smiley-face pancakes for breakfast.

16th: Ludwig van Beethoven's birthday. Make your own instrument and have a concert.

31st: Today is "Touch a Pig for Luck" day in Austria. Find out about luck superstitions. Rub a rabbit's foot for luck.



I'll Pencil You In!

In the ever growing world on technology it is reassuring to know that the pencil still holds a special place in the hearts, and hands of Americans.

- A pencil can write 45,000 words.
- More than 2 billion pencils are used in the U.S. each year.
- Pencils sold in the U.S. come with erasers. Most pencils sold in Europe don't have erasers.
- The typical pencil can draw a line 35 miles long.



Final Instructions for Life



- Approach love and cooking with reckless abandon.
- Remember that your character is your destiny.
- Judge your success by what you had to give up in order to get it.
- Remember that the best relationship is one where your love for each other is greater than your need for each other.
- That it's not what you have in your life but who you have in your life that counts.
- Learn the rules then break some.
- When you realize you've made a mistake, take immediate steps to correct it.
- Remember the three R's: Respect for self; Respect for others; responsibility for all your actions.
- When you lose, don't lose the lesson.



Questions & Answers from Miss Wanda Waiver

Attention Independent Contractor!

Wanted to remind you of the reimbursement dates for October through December:

- Oct. 15, 31
- Nov. 15, 30
- Dec., 14, 28

Q: Hi Wanda. Here is my question for you this month. I'm documenting for my participants but am not sure if I am to include how many prompts it takes to get them to complete a task. Some days it is one and others it may be as many as six or more. Do you think this is worth mentioning in my documentation?

Thanks for your help!

"Prompted" to Seek Advice

A: Dear "Prompted",

This is a great question. I would absolutely include the number of times you prompt your participant to complete a task. We are all about measurable outcomes and what is more measurable than numbers. You keep doing a great job and be sure to include those numbers in your documentation.



The Station



"Tucked away in our subconscious is an idyllic vision. We see ourselves on a long trip that spans the continent. We are traveling by train. Out the windows we drink in the passing scene of cars on nearby highways, or children waving at a crossing, or cattle grazing on a distant hillside, of smoke pouring from a power plant, or row upon row of corn and wheat, of flatlands and valley, of mountains and rolling hillsides, of city skylines and village halls.

"But uppermost in our minds is the final destination. On a certain day at a certain hour we will pull into the station. Bands will be playing and flags waving. Once we get there so many wonderful dreams will come true and the pieces of our lives will fit together like a completed jigsaw puzzle. How restlessly we pace the aisles, damning the minutes for loitering-waiting, waiting, waiting for the station.

"When we reach the station, that will be it?" we cry. "When I'm 18." "When I buy a new 450SL Mercedes Benz!" "When I put that last kid through college." "When I have paid off the mortgage!" "When I get a promotion." "When I reach the age of retirement, I shall live happily ever after!"

"Sooner or later we must realize there is no station, no one place to arrive at once and for all. The true joy of life is the trip. The station is only a dream. It constantly outdistances us.

"'Relish the moment' is a good motto, especially when coupled with Psalm 118:24: 'This is the day which the Lord hath made; we will rejoice and be glad in it.' It isn't the burdens of today that drive men mad. It is the regrets over yesterday and the fear of tomorrow. Regret and fear are twin thieves who rob us of today.

So, stop pacing the aisles and counting the miles. Instead, climb more mountains, eat more ice cream, go bare-foot more often, swim more rivers, watch more sunsets, laugh more, cry less. Life must be lived as we go along. The station will come soon enough."

~Robert J. Hastings



Upcoming Trainings / Conferences

October 2007							November 2007							December 2007						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
	1 Doc Due	2	3	4	5	6					1	2	3							1
7	8 Doc Due	9 HOPE 101 Advisory Board	10 HOPE 201	11	12	13	4	5 Doc Due	6	7	8 HOPE 201	9	10	2	3 Doc Due	4	5	6	7	8
14	15 HOPE 101 Reimb Day	16	17	18 EBOD	19	20	11	12 Doc Due	13	14 HOPE 101	15 Reimb Day	16	17	9	10 Doc Due HOPE 101	11	12 HOPE 201	13 Fest of HOPE 6:30-8:30	14 Reimb Day	15
21	22 Doc Due	23	24	25	26	27	18	19 HOPE 101 & 201 Doc Due	20	21	22	23	24	16	17 Doc Due	18	19	20	21	22
28	29 Doc Due HOPE 201	30	31 Reimb Day				25	26 Doc Due	27	28	29	30 Reimb Day		23 30	24 Doc Due 31	25	26	27	28 Reimb Day	29

Hope orientation 101 and 201 will be held at the H.O.P.E. office located at 2823 43rd St. (just off Urbandale Avenue)
Document/Time Sheets & Invoices are due every Monday by

midnight, no exceptions.
Reimbursement checks mailed (Pay Day)! If you need to pick up your check, make arrangements with Linda by the Sunday prior

Advisory Board meeting
Executive Board meeting

Check this out!

Fire Prevention Week

October 7-13th

On average, every three hours someone in the U.S. dies in a home fire.

According to a 2004 NFPA survey (PDF, 760 KB), only one in four Americans has devised and practiced a plan to escape from the home during a fire.

While 66% of Americans have an escape plan in case of a fire, only 35% of those with a plan have practiced it.

Take some time this October to bring a level of awareness in your home to ensure a fire safety plan is in place and practiced.

The Wheels on the bus....

In addition to H.O.P.E. offering bus training services to our participants who have this as one of their goals (call Alison for details), DART and the Central Iowa Center for Independent Living (CICIL), through the Des Moines Public Schools Community Education program, are offering a short two-week class on how to use the DART bus system. The class will be held on Tuesday September 25 and Tuesday October 2, from 6:30 - 7:30 p.m. Participants will learn how to safely and effectively use DART's services - novices and experienced riders are welcome. The class will include an overview of DART's services, rider training and tips, a bus ride and a Q&A period. To register for the class, please contact the DMPS Community Education program on line at www.dmced.org or by calling 237-1690. **CLASS DETAILS** CLASS NAME: Think Smart - Ride DART! COURSE LOCATION: CICIL - 655 Walnut Street (1st floor of Hub tower, enter off of 7th street) COURSE NUMBER: I018101 START DATE: Tuesday, September 25 TIME: 6:30 - 7:30 p.m. FEE: \$15 (required by DMPS - but all participants will receive a FREE monthly bus pass)



H.O.P.E.

P.O. Box 13374, Des Moines IA 50310

Phone: 515.277.HOPE (4673)

Fax: 515.255.3368

Toll-free: 888.386.2795

www.hope-agency.org

Check it out!

To:

You will be
secure...for there
is hope.
Job 11:18

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 Madden at 515.277.4673.

HOPElist items:

__Donate to the NEW Heart of HOPE fund! This is designed for our participants and their providers to apply for up to \$50 towards activities or transportation costs while receiving services! Your donation is tax deductible by simply notating in the memo "Heart of HOPE"

_File size fire-proof box

_Ink Jets- for HP printers

_Postage Stamps

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 our next UNO tournament
- 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

Cindy Gilbreath
Nathan DeLange
Brooke Lovelace
Michelle Tietz
Jason Madden
Dr. Jim Pullen
Mardi Deluhery
Nancy Lyng
Melinda Courage
Jon Hansen
Melanie Hansen

H.O.P.E. Credentials

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

Ill and Handicapped Waiver: Respite, CDAC

Brain Injury Waiver: SCL, SE, Respite, CDAC

Mental Retardation Waiver: SCL, SE, Respite, CDAC, and Transportation

Elderly Waiver: CDAC, Respite

SCL—Supported Community Living

SE—Supported Employment Services

CDAC—Consumer Directed Attendant Care

Respite and Transportation

Contracted with IVRS (Vocational Rehabilitation)

Certified Employment Services Specialists

Polk County Preferred Network of Care Provider