

H.O.P.E. Happenings

H.O.P.E.

Volume IV, Issue I

April, 2008

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

H.O.P.E.’s Growth Announcement!!! We’ve had a boy!

Please join us as we celebrate a new chapter with H.O.P.E. as we open our Children’s Opportunities Department. Nathan DeLange will serve as our Director of Children’s Opportunities. His role will encompass overseeing and coordinating SCL and Respite services for H.O.P.E.’s participants until they graduate from school or until they enter our transition phase.

Alison Lumsden will continue to serve as our Director of Independent Living Opportunities and focusing on our adult participants receiving SCL, CDAC, and Respite services.

Nathan’s experience includes most recently a Part-time Independent Contractor with H.O.P.E. as a Direct Care Provider; Part-time Clinical Social Worker for Broadlawns Crisis Team; In home Child care for Amy’s child(ren); and Stay at Home Dad--6 1/2 years.

His background includes: Undergraduate degree from Iowa State University, BS Child and Family Services, minor in Psychology, 1998 and Graduate from University of Iowa, Master of Social Work, 2004.

Nathan has had three practicum experiences at Two Rivers Psychological Services (Therapist); DHS, Division of Adult, Child and Family Services (Child Welfare Researcher) and Delta Dynamics (Gambling Addiction Counselor).

Nathan has a vast array of work experiences that include therapist (play therapy, individual therapy, in-home therapy, and family therapy), in-home counselor, targeted case manager, SCL coordinator and direct care provider; and psychology assistant.

Volunteer experiences include H.O.P.E.’s Planning Committee, Advisory Board and Special Projects; Grace Methodist Preschool and Drop-in Advisory Board; Grace Methodist Church, Leader of support group for parents of kids with disabilities; Student Advocate, U of I School of Social Work Student Steering Committee; Special Olympics Swimming Coach.

Please join us in as we welcome Nathan and the gifts he brings to the table of H.O.P.E.!

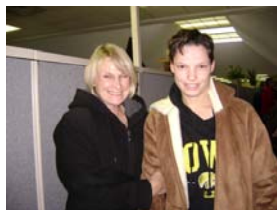


Radio Mania!

H.O.P.E. participants enjoyed a tour of local radio station LITE 104.1. We were able to see how a radio station worked and even had the opportunity to meet some of the D.J.’s that work there. At the end of the tour we were presented with gift bags.



Our tour guide shows us the microphones in the broadcasting booth.



Disc Jockey Mary Day greets H.O.P.E. participants.

Annual UNO Tournament

Our partnership with Perkins Academy continues to grow. Over 90 eager UNO players braved the winter weather to spend a blustery evening in the true spirit of UNO competition. Winners walked away with prizes and the satisfaction of meeting new people and making new friends.



“Can you imagine how our participants lives would be impacted if each of us looked at someone else’s needs as being more important than our own? “



L to R:

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

Read to find out what Amy counts among her many blessings.



Linda’s Logic

I was amazed recently by how a simple exchange of a conversation on the airplane impacted me. In January, I flew to Tucson to help a friend. You know how you exchange small talk with the person who is must too close in those cramped airplanes? Where’s your destination? What’s taking you there? Etc...

The fellow next to me shared he was going home for a weekend to see his mom in southern Georgia who he hadn’t seen in 3 years. I commented that I couldn’t imagine not seeing my kids for that long and I’d bet that she was just itching to see him. We exchanged a bit here and there as I was trying not to pry, but he said he hadn’t seen her because he travels with his business and is on the road over six months of the year.

Turns out what he does for a living is he’s a staff sergeant and helicopter gunner in the U.S. Air Force. Yep, he flies helicopters for a living. He’s been all over and just back from being in Afghanistan for 6 months. He went on to share that he never really has a weekend off as they’re always on call. Search and rescue is what they do. Yes, they were the ones who lifted the folks

out of the raging waters of Hurricane Katrina. Or rescue the fellow who gets lost on a mountainside. Whenever there’s a need, this is what these fellows do. And, there’s only 300 of them in the world! It was clear that he was passionate about what he does for a living. He *loves* what he does.

His attitude is that he looks at it that whoever they’re helping is having a worse day off than he is. Wow... isn’t that the heart of a servant! Can you imagine how our participants lives would be impacted if each of us looked at someone else’s needs as being more important than our own? I know that many of you can and do as I see the huge impact you make on their lives.

I met a hero that day on the airplane. And each day, I am blessed to be affiliated with many heroes as they provide services to empower our participants to become more independent and successful in living in their community.

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

Amy’s Anecdotes

Some call it the Winter Blahs, or the Winter Blues or just Sick-n-Tired of Winter Syndrome. The medically recognized term I believe is called Seasonal Affective Disorder. I recently read an article about Seasonal Affective Disorder, quite surprised on the number of persons that suffer some degree of this disorder. Looking for some relief myself, I delved deeper in the article looking for the magic bullet. Well, since I couldn’t change the Iowa climate we live in, that wasn’t an option. Exercising was a good solution, but difficult to get motivated to leave the comforts of ones home when it is -10 degrees outside. So, I came up with my own solution...start looking at the blessings I have and concentrate on

those. Blessings are around us all the time and often times we do not even recognize them. One blessing I frequently take for granted is the blessing of good health, the simple freedom of feeling well and not sick. Another blessing being that I do not need to worry about being shot at when at home or on my way to work like so many war torn countries. Or the blessing that I have family and friends that care about me and love me no matter what, well at least they put up a good show that they care. Finally, the blessing that I do not live in the Antarctic and that spring is truly just around the corner with promises of crocus, tulips and daffodils. Feeling better already!



Alison's Assertions



Alison Lumsden,
Director of Independent Living
Opportunities

"If you give a man a fish, you feed him for a day. If you teach a man to fish, you feed him for a lifetime."



Hopefully you've heard this quote before: "If you give a man a fish, you feed him for a day. If you teach a man to fish, you feed him for a lifetime." I love to be reminded of this as most of the time it is so much easier to do things *for* others rather than teaching them to do it for themselves. Ultimately, teaching someone a skill leads them further along the path to being independent. My three year-old doesn't put up with me doing a lot of things for him anymore which is what brought this quote to mind. I don't think I was using a microwave at his age but he certainly thinks he can! Who am I to tell him he can't do this, as long as I am observing that he is doing it safely? It's all about having high expectations for others.

If we believe that people can achieve lofty goals, it is more likely that they will. If we think they won't amount to anything, they probably won't. Doesn't it make more sense for us to want ourselves and others to shoot for the moon? It is okay if we stumble and trip over a star or two on our way there as long as we learn to pick ourselves up and look out for similar road-blocks in the future. Constantly learning more is a gift we give ourselves. Constantly teaching others is the gift we should always strive to give to others. Haul out your fishing pole and show someone how it's done. Believe in someone; next time they just might have a trick to share with you!

Notes from Nancy

Job Coaching



Nancy Williamson,
Independent Employment Specialist

Call it business coaching, life coaching, or career coaching, whatever the term, assistance in the professional world is becoming more common and more accepted.

The definition from the International Coach Federation:

"Coaching is partnering with the person being coached in a thought-provoking and creative process that inspires them to maximize their personal and professional potential."

Job coaches are good listeners, keen observers, and they know how to relate to the participant. Job coaching seeks to provide support for the employee in order to stimulate skills, creativity, and

productivity within. This is the key to success. We believe that our participants have the skills and the resources to be successful. As a job coach our goal is to empower the participant to use the abilities they have, find the natural supports within the employment setting to enhance those abilities, and to support their goals for advancement.

We are so blessed at H.O.P.E. to have many outstanding job coaches working with our participants in businesses throughout the Des Moines area. They work both as providers with the participants and creative consultants with employers. It is such a wonderful opportunity to build self-esteem and self-confidence in the participants, and expand horizons for the employers.

THANKS to all those providing job coaching services with HOPE.



Job coaches are good listeners, keen observers, and they know how to relate to the participant.

Heart of H.O.P.E



In December 2007, we launched the Heart of H.O.P.E. program. It is intended to provide funds to H.O.P.E. participants to successfully be able to work on goals that might require a little extra money.

In December, nine participants were granted monetary gifts from this fund. One participant was able to do some Christmas shopping with the money he received. He said "I felt happy and proud because I was able to buy something just from me and no one else." Another participant was able to attend a holiday concert. He said "I like it when I go out in the community and meet people."

During the month of March an exercise opportunity was offered. Miles in March invited participants to exercise on either a treadmill or stationery bike. The provider would log the miles that were exercised and turn them into the office for an incentive reward of \$1 per mile up to \$50. The idea behind this was two-fold. 1) to offer opportunities to increase health and wellness and 2) by encouraging participants to use a local wellness facility, it offers opportunities to meet people in their own community.

Any funds earned would then in turn be used towards working on a goal. Some goals include a community trip to Chicagoland Speedway, Disneyland, Missouri, purchasing a prom dress and attending an I-Cubs game.

This is an exciting opportunity that we look forward to being able to offer to our participants when funds are available.

Kim's Korner

We are looking forward to hosting our annual garage sale/fundraiser this spring. When the spring cleaning bug bites and you find yourself wanting to throw things away, please think of H.O.P.E. Bring any donations to the office and we will set your items out the weekend of May 9 and 10th. We will even give you a donation receipt for your records (very handy when doing your taxes!) Perennials are a hot item!

Be sure to mark your calendars for Friday, June 6. We will be hosting the 5th annual H.O.P.E. picnic at Raccoon River Park in West Des Moines. Look for more details to come your way!



Keep those event ideas rolling in!



Angel of H.O.P.E.

Jeff Murphy is this edition's Angel of H.O.P.E.

Jeff has been an independent contractor since 2004. He keeps busy with his growing puppy and cat.

When not providing services for H.O.P.E. he enjoys attending his daughter's sporting events.

"It is obvious that Jeff has a calming influence with his participants" said Linda Christensen, our P.Q. specialist. While conducting a recent Premier Quality visit, Linda commented that the participant's face lit up once Jeff's name was mentioned.

It is his kindness and calming influence that makes Jeff a gentle giant at H.O.P.E.





Reasons to Celebrate

Here are some creative reasons to celebrate!

April

22nd: Arbor Day. Plant a tree! If you cannot plant a tree, try a seed, flower or bush-inside or out.



29th: G. Sundback patented the separable fastener, forerunner to the zipper in 1913.

List how many things use a zipper.

May

3rd: Beginning of three days of kite battles in Hamamatsu, Japan. Take friends in an open area to fly kites. Whose goes the highest? Whose stays up the longest?

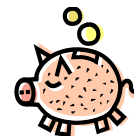


June



28th: To help Pennsylvania farmers dispose of an egg surplus, slot machines dispensing hard-boiled eggs for a nickel each were installed in cafes across the states in 1938. Hard boil some eggs and have an egg hunt. (You won't hurt the Easter Bunny's feelings...I promise!)

It never hurts to save a few pennies, especially when prices are going up. Some of us frequent restaurants that offer free soda refills, others make a dinner out of free buffalo wings and peanuts at happy hour, and some of the more savvy among us clip coupons. These scraps of paper come in handy at the supermarket checkout line, and searches on "[grocery coupons](#)" might save you some green.



A Penny for your thoughts...

"From the standpoint of daily life, however, there is one thing we do know: that man is here for the sake of other men - above all for those upon whose smile and well-being our own happiness depends, and also for the countless unknown souls, with whose fate we are connected by a bond of sympathy. Many times a day I realize how much my own outer and inner life is built upon the labors of my fellow men, both living and dead, and how earnestly I must exert myself in order to give in return as much as I have received."



~Albert Einstein

We Believe that All People Belong Together

- ◆ Relationships are so important to the well-being of people with disabilities that we cannot afford not to pay attention to them.
- ◆ Supporting friendships does not have to mean doing more-it can mean doing differently.
- ◆ Supporting relationships is something that can be incorporated into the day-to-day support we provide.
- ◆ Discovering ways to help people get better connected is not always as hard as it seems, can even be fun, and is rewarding to us as well as to the individual with disabilities.

Human Services Research and Development Center
Minnesota Governor's Planning Council on Developmental Disabilities



Can we give our participants cold medicine when they have a common cold?
"No"

Questions & Answers from Miss Wanda Waiver

Hi Miss Wanda Waiver! Looking for just a bit of clarification from you. Our agency is not authorized as "Medication Managers". If a participant has a common cold and would like to take an over the counter medication, is it ok that I read the label to them for appropriate dosage *and pour the medication into the lid* for them to take themselves?

Wanda says: "No, this is not ok. It would be considered administering medication, which requires someone trained in medication administration. You may read the label, but the participant must give themselves the medicine and also pour it into the lid or spoon. You can also help the participant to find medications they can take themselves (gel caps vs. liquid). Your role should be to encourage lots of orange juice and chicken noodle soup and hand washing."



"In Case of Emergency"



We all carry our mobile phones with names & numbers stored in its memory but nobody, other than ourselves, knows which of these numbers belong to our closest family or friends. If we were to be involved in an accident or were taken ill, the people attending us would have our mobile phone but wouldn't know who to call. Yes, there are hundreds of numbers stored but which one is the contact person in case of an emergency? Hence this "ICE" (In Case of Emergency) Campaign. The concept of "ICE" is catching on quickly. It is a method of contact during emergency situations. As cell phones are carried by the majority of the population, all you need to do is store the number of a contact person or persons who should be contacted during emergency under the name "ICE" (In Case Of Emergency). The idea was thought up by a paramedic who found that when he went to the scenes of accidents, there were always mobile phones with patients, but they didn't know which number to call. He therefore thought that it would be a good idea if there was a nationally recognized name for this purpose. In an emergency situation, Emergency Service personnel and hospital Staff would be able to quickly contact the right person by simply dialing the number you have stored as "ICE". For more than one contact name simply enter ICE1, ICE2 and ICE3, etc. Be sure it's in your kid's cell phones also. A great idea that will make a difference!

Put your keys beside your bed at night. If you hear a noise outside your home or someone trying to get in your house, just press the panic button for your car. The alarm will be set off, and the horn will continue to sound until either you turn it off or the car battery dies. This tip came from a neighborhood watch coordinator. Next time you come home for the night and you start to put your keys away, think of this: It's a security alarm system that you probably already have and requires no installation. Test it. It will go off from most everywhere inside your house and will keep honking until your battery runs down or until you reset it with the button on the key fob chain. It works if you park in your driveway or garage. If your car alarm goes off when someone is trying to break in your house, odds are the burglar or rapist won't stick around... after a few seconds all the neighbors will be looking out their windows to see who is out there and sure enough the criminal won't want that. And remember to carry your keys while walking to your car in a parking lot. The alarm can work the same way there. This is something that should really be shared with everyone. Maybe it could save a life or a sexual abuse crime.



Upcoming Trainings / Conferences

April 2008							May 2008							June 2008						
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 Paul Berry Trng	5					1	2	3	1	2	3	4	5	6 HOPE Picnic	7
6	7 HOPE 101	8	9	10	11 EBOD	12	4	5 HOPE 101	6	7	8	9 Garage Sale	10 Garage Sale	8	9	10	11	12	13	14
13	14	15	16 HOPE 201	17	18	19	1	2	3	4	5	6	7	1	2	3	4	5	6	7
20	21	22	23	24	25	26	8	9	10	11	12	13	14	15	16	17	18 HOPE 201	19 EBOD	20	21
27	28	29	30				1	2	3	4	5	6	7	2	3	4	5	6	7	8
							2	3	4	5	6	7	8	9	10	11	12	13	14	15
							5	6	7	8	9	10	11	16	17	18	19	20	21	22
														23	24	25	26	27	28	29
														30	31					

Hope orientation 101 (3:00-5:30 pm) and 201 (3:00-4:30 pm) 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. If the month ends prior to a Saturday, complete documentation for the calendar month & then start a new documentation for the remainder of the week.

Advisory Board meeting

Executive Board meeting

Yummies for the tummies!



Angel Food Ministries, a non-profit, non-denominational organization, began in 1994 as a small outreach ministry serving a rural community in Georgia. The goal was to help neighbors who needed a hand up in a tough economic time. Today, Angel Food Ministries can be found in over 3,200 communities in 35 states and helps feed over 500,000 families a month.

Angel Food partners with churches and community organizations throughout the country to help distribute food to those in need. For \$30.00* you can receive a box of food containing both fresh and frozen items. Our food items are top quality – we buy our food from major food producers throughout the country to ensure the best food comes to your table.

For more information on Angel Food, take a tour of our website (www.angelfoodministries.com). If you have any questions, please feel free to contact us.

Angel Food Ministries
 1620 South Broad Street
 Monroe, Georgia 30655
 1-770-267-7015
 1-888-819-3745
 Fax: 1-770-267-8031

Training Requirements

Need some information for required training? Here are some helpful suggestions.



First Aid and CPR: Do this online at www.firstaidweb.com
 \$25 per class

Mandatory Abuse Reporting: This class may be taken on line from Heartland AEA. The website is www.aea11.k12.ia.us

The fee is \$20. There are manuals available to study in the H.O.P.E. office. If you don't have computer accessibility, the class may be taken on line at the H.O.P.E. office.



H.O.P.E.

P.O. Box 13374, Des Moines IA 50310

Phone: 515.277.HOPE (4673)

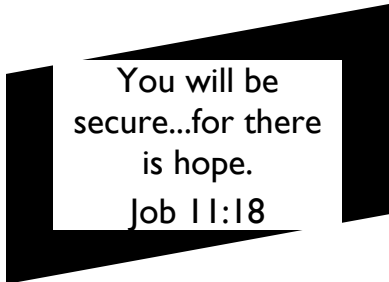
Fax: 515.255.3368

Toll-free: 888.386.2795

www.hope-agency.org

Check it out!

To:



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, Amy or Kim 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

__ Sam's gift card

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
 Michelle Tietz
 Jason Madden
 Dr. Jim Pullen
 Mardi Deluhery
 Nancy Lyng
 Melinda Courage
 Jon Hansen
 Melanie Hansen
 Mary Jane Allgood
 Stephanie Linser

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

Elderly Waiver: CDAC, Respite

SCL—Supported Community Living

SE—Supported Employment Services

CDAC—Consumer Directed Attendant Care

Respite

Contracted with IVRS (Vocational Rehabilitation)

Certified Employment Services Specialists

Polk County Preferred Network of Care Provider