

H.O.P.E. Happenings

H.O.P.E.

Volume III, Issue 2

July, 2007

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

H.O.P.E. Picnic Sizzles into Summer!



June 8th was the perfect evening for a picnic. H.O.P.E. celebrated its 3rd annual picnic celebration at Raccoon River Park in West Des Moines. Those attending enjoyed some good old fashioned bbq. After the meal Linda and Amy made a few remarks to recognize the participants and providers who lend to the success of HOPE. People were then invited to take part in "the lollipop game." The luck of the draw won individuals Wal-Mart and Kum and Go gift cards as well as HOPE t-shirts and gripper openers. One lucky winner walked away with a \$50.00 gas card! We will look forward to seeing each of you again next summer at Raccoon River for our next picnic.



Introducing...Heart of H.O.P.E. fund!



H.O.P.E.'s Advisory Board hosted the first ever garage sale fundraiser event for the agency. Donations were generously dropped off at the office weeks before. The sale was blessed with beautiful weather and, of course, the volunteers who helped set up, sell and clean up. Plants and baked goods were also available for purchase. The fundraiser officially kicked off the Heart of HOPE fund! Donations are tax-deductible (write Heart of HOPE fund in the memo area of your check). Participants and their providers (together) can apply for up to \$50 towards activities that are related to their goals and need to also complete a form upon completion of their activity. Watch for the announcement to obtain your Heart of HOPE application!



Amy looks for a great deal.



Alison is ready to handle the transaction ..



“An example of integrity is if a crisis occurs, you will find a way or make a way to keep your commitment or find someone else who can do it better than you.”



L to R:

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

Linda Matkovich, Co-Founder & CEO

.....one person can truly make a difference. Amy shares her insight about one courageous woman in Iowa who made a difference.

Linda's Logic

Integrity. I don't hear folks using this word much these days and that troubles me. Personal integrity. What is it? What does it mean? Abraham Lincoln said "I desire to conduct the affairs of this administration that if at the end, when I come to lay down the reins of power, I have lost every other friend on earth, I shall at least have one friend left, and that friend shall be down inside me."

Integrity means not just walking the walk, but talking the talk. It means being a person of your word and following the rules. Your word is your bond and others know that they can count on you no matter what. If a crisis occurs, you will find a way or make a way to keep your commitment or find someone else who can do it better than you. It means not only liking the person you see when you look into the mirror, but respecting that person too.

Barbara DeAngelis says that living with integrity means:

- Not settling for less than what you know you deserve in your relationships
- Asking for what you know you need and want from others
- Speaking your truth, even though it might create conflict or tension
- Behaving in ways that are in harmony with

your personal values

- Making choices based on what you believe, and not on what others believe.

What does it mean to be a person of integrity? It means taking the high moral road...the road less traveled. Henry Ford compared it to "doing what's right, even when no one's looking." It means being a best friend to yourself. And, it also means taking a stand for what you believe in because if you don't stand for something, then you stand for nothing. That was hard for me to understand in my early personal growth journey.

Both Amy & I felt called by God to found H.O.P.E. Our tag line is taken from scripture—Job 11:18 NIV ~ "You will be secure, because there is HOPE". This is God's promise to us. And we borrow this scripture as our commitment to our participants. We strive to raise the bar of quality of services. We pray for providers who are filled with integrity and a willingness to serve. We also pray for participants who are seeking to build on their own independence.

I've been blessed with a vision to grow an agency that invests in people—both participants & providers. I am committed to this vision. We have a bright future together...filled with peace and HOPE!

Amy's Anecdotes

The Power of One

I remember watching a movie many years ago titled, "The Power of One". It was about the coming of age of a white anti-apartheid activist during the years of World War II in South Africa. In short, it is testimony to how one person can truly make a difference. Recently at a Brain Injury Conference I was lucky enough to meet the amazing woman who single-handedly saved the Brain Injury


Waiver here in Iowa. She convinced State Legislators of its need and importance for all Iowans. And just the other week, we received notice that there will be no additional budget cuts this year for persons that we serve. Again, what a witness to what advocacy can truly do. I would like to extend a huge thank you to any and all that have led in this advocacy and let us take heart that the power of one can make a difference.



Alison's Assertions



Alison Lumsden,
Director of Independent Living Opportunities.



It's not easy being green...read why Alison thinks it's time to jump off that log!

Maybe you've heard this old saying... Three frogs were sitting on a log and two decided to jump off. So how many frogs were left on the log? Obviously, the answer is one, right? Nope, gotcha, there were three frogs remaining on the log. The point is that they only decided to jump off, they didn't actually do anything about it! Just to be clear, I am not suggesting that anyone who reads this should take a flying leap into the unknown. Goodness knows I have done my fair share of log-sitting. I like it there, it's comfortable, flies come to me and it's far easier to just think about all of the things I could be doing rather than actually moving

to do them. Change can be hard to face. However, I would like to challenge you to think about how gratifying it is when you actually do get up and put your thoughts and plans into action. The good news is that we don't have to act alone. Remember, there were three frogs on that log. Find someone who will help keep you accountable and do the same for them (partner up). It isn't easy being green, but what a difference we can make in our own life and in the lives of others if we were to get out of our comfort zone and act! It's not what you **think** about doing that matters in life, it's what you actually **do** about it that counts.



Angel of H.O.P.E.

This issue would like to recognize Tasha Donovan as our Angel of H.O.P.E.

Tasha has provided services with many HOPE participants over the years. She is a true inspiration with whoever she works with. She always can be counted on to have the true spirit of compassion, caring and love with her wherever she is. She has given selflessly of herself to help enrich the lives of her participants.



Tasha is truly an angel in the eyes of her participants and their families!

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

A Penny for your thoughts...



Character counted even during Abe Lincoln's generation. The following are some of his thoughts on character:

"Character is like a tree and reputation like its shadow. The shadow is what we think of it; the tree is the real thing."

"When I lay down the reins of this administration, I want to have one friend left. And that friend is inside myself."

"Character Is the Foundation of Courage."



Special Olympics make Special Memories



Ali H. proudly displays her gold medals she won in Ames.

This spring several H.O.P.E. participants participated in the Special Olympics held in Ames, Iowa. They showcased a variety of talents ranging from soccer to walking races and softball throws. One of our participants even received a standing ovation and silver medal for his efforts in the softball throw. "Special Olympics is fun to participate in because you have friends there. You get to see old friends and make new ones." said a former Olympic participant. A shout out to the following individuals and their accomplishments:

Jessica G.: 50 meter dash - Gold; Soccer- Silver; Standing Long Jump -Bronze

Marcus G.: Soccer - Bronze

Ali H.: Walking/wheelchair Races-Gold

Vince Z.: Softball throw -Silver

We at H.O.P.E. are proud of all of our athletes for participating! Congratulations on a job well done!



Vince and his silver medal pose for a photo opportunity.

Calendar Capers!



Here is a helpful hint for our participants, their families, our independent contractors and Premier Quality Specialists.....we would like to suggest that you have a calendar or planner available in your home for the independent contractor to log his/her time during the time of the service provided. Before the end of the visit the contractor would simply write on that particular date the time he/she started and ended service. As we are continually looking for ways to improve, we believe this is just one more way that we can help to ensure the integrity of the HCBS Waiver program and ensure it's future. We would like to encourage you to try this system in your home. We welcome feedback!

Creative Corner

Provider Chris Frantsvog found a clever way to work on routine safety goals. He said that on the way home, he challenged his participant to find as many safety signs as she could along the street. She found crosswalk, no parking, and speed limit signs very easily, and they both laughed a lot at this game. Next time, he thought they could expand this game to have the person who sees the sign first tell what it means, and what to do to be safe. What a meaningful way to use 10 minutes traveling in the car!



Reasons to Celebrate

Here are some creative reasons to celebrate!

July

28th: An egg was fried on the steps of the United States Capitol in 1928. Make an omelet.

30th: "In God We Trust" officially became the United States motto in 1956. Have a penny-stacking contest. Who can build the highest stack without toppling it over?

August

5th: Annual magic convention was held in Michigan in 1972. Put on a magic show.



13th: First annual convention of mailmen was held in 1890. Leave a surprise treat for your mailman.

Summer Travel Trivia

- The average cruise ship burns

approximately 1 gallon of fuel to move just 6 inches!

- The wingspan of Boeing's 747 is longer than the Wright brothers' first flight?
- Alaska has more coastline than the entire continental United States combined? That's over 47,300 miles of places to get your feet wet!
- By eliminating 1 olive from each salad served in first-class, American Airlines saved \$40,000 in 1987!
- Carnival Cruise Lines puts more than 10 million chocolate mints on their guests' pillows every year!

Calling all Card Sharks.....

Beginning June 12, 2007, on Tuesday evenings at 6:30 p.m., Grace Percival, counselor at Des Moines Pastoral Counseling Center, is hosting a social gathering for young adults, ages 18-29, with Autism Spectrum Disorders. The group will be meeting at Grounds for Celebration in Beaverdale, 2645 Beaver Avenue, for an hour or so of cards and games throughout the summer. All young adults, ages 18 - 29, are invited to join in.

Our young adults with autism do not easily form social relationships because the initiating of social activity is difficult.

However, like any young person, they long to be in relationship with people their own age.

This social opportunities group is an attempt to provide a time where young people can gather to laugh



.....And Movie Buffs!

and share their lives through cards and board games. Participation is not limited to individuals with autism. The only requirement is one must be younger than 30 years of age and at least 18 years of age. A desire to have fun is also recommended.

There will also be a "Movie Night" for young adults held at Plymouth Congregational Church, hosted by Sally Pederson and Jim Autry. Movie Nights are scheduled for Fridays, June 8th, June 15th, and June 29th, from 7:00 to 10:00 p.m. This is another social opportunities event open to all young adults, ages 18 to 29. Plymouth Church is located at 42nd Street and Ingersoll Avenue in Des Moines. For questions or additional information, please contact the Des Moines Pastoral Counseling Center, 274-4006.



Questions & Answers from Miss Wanda Waiver

Attention Independent Contractor!

Wanted to remind you of the reimbursement dates for July and August:

Tues, July 31

Thurs, August 16

Fri, August 31

Q: Help me Wanda! I am working hard to make sure my documentation is turned in on time, and is 100% accurate. I use only initials when discussing other individuals in my write up, I keep my opinions to myself and write about actual things I witness. I am even learning to write more about my role with my participant, what I did to work on their goals during our time together. That is a hard one though, because I typically write about what my participant did. I am trying hard to remember that my documentation justifies MY time spent with them. However, I am confused about how I am to date my documentation. After all my hard work I would hate to have that be the one thing that keeps me from achieving my 100% accuracy.

A: My pleasure to answer. I believe that 99% is good, but 100% is better!! I admire how you are being proactive in trying to get this figured out. The best answer is that as long as the date is indicated in month, date and year, you are just fine. If you wanted to get really technical you could date it in this manner: mm/dd/yyyy. What that would look like would be 06/02/2007. Above all, just get the date in there and you should be just fine.

Paid In Full

by John (Gibby) Gilbert

After having celebrated Mother's Day and Father's Day, let this be a reminder of the priceless responsibility that parents and children have for each other.

A little boy came up to his mother in the kitchen one evening while she was fixing supper, and he handed her a piece of paper that he had been writing on. After his mom dried her hands on an apron, she read it, and this is what it said:

For cutting the grass: \$5.00

For cleaning up my room this week: \$1.00

For going to the store for you: .50

Baby-sitting my kid brother while you went shopping: .25

Taking out the garbage: \$1.00

For getting a good report card: \$5.00

For cleaning up and raking the yard: \$2.00

Total owed: \$14.75

Well, his mother looked at him standing there, and the boy could see the memories flashing through her mind. She picked up the pen, turned over the paper he'd written on, and this is what she wrote:

"For the nine months I carried you while you grew inside me: No Charge.

For all the nights that I've sat up with you, doctored and prayed for you: No Charge.

For all the trying times, and all the tears that you've caused through the years: No Charge.

For all the nights that were filled with dread, and for the worries I knew were ahead: No Charge.

For the toys, food, clothes, and even wiping your nose: No Charge.

When you add it up, Son, the cost of my love is: No Charge."

When the boy finished reading what his mother had written, there were big tears in his eyes, and he looked straight up at his mother and said, "Mom, I sure do love you." And then he took the pen and in great big letters he wrote: "PAID IN FULL".





Upcoming Trainings / Conferences

August 2007							September 2007							October 2007						
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							1		1	2	3	4	5	6
5	6 Doc Due	7	8	9	10	11	2	3 Doc Due	4	5	6	7	8	7	8 Doc Due	9 HOPE 101 Advisory Board	10 HOPE 201	11	12	13
12	13 Doc Due HOPE 101	14	15 HOPE 201 EBOD	16 Reimb Day	17	18	9	10 Doc Due	11	12 HOPE 101	13	14 HOPE 201 Reimb Day	15	14	15 HOPE 101 Reimb Day	16	17	18 EBOD	19	20
21	20 Doc Due	21	22 HOPE 101	23	24	25	16	17 Doc Due	18	19 HOPE 301 6:30	20	21	22	21	22 Doc Due	23	24	25	26	27
26	27 Doc Due	28	29	30 HOPE 201	31 Reimb Day		23	24 Doc Due	25	26	27 HOPE 201	28 Reimb Day	29	28	29 Doc Due HOPE 201	30	31 Reimb Day			
							30													

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 arrange-

ments with Linda by the Sunday prior
 Advisory Board meeting
 Executive Board meeting

Check this out!

• **HEALTH INSURANCE UPDATE**

We will be offering our annual sign-up for health insurance in the next few months. An independent contractor needs to provide an average of 30 hours/week to qualify. Please call our HOPE office & let Kim know if you are interested so we can get you an application packet.

- H.O.P.E. employees have switched from Sprint cell phone service to U.S. Cellular. In the future if you have a need to contact any of us, and you too have a U.S. Cellular phone plan, then you're in luck. Let your fingers do the walking for a free call!



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

First Aid and CPR: American Red Cross: 515.246.6304, Mercy School of Emergency Medical Services: 515.243.2584 ext. 3, Des Moines Wellness Services: 515.241.5061

Mandatory Abuse Reporting: This class may be taken on line from Heartland AEA, 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.

The HOPE office has a library of books and video tapes available to check out. One such video that comes highly recommended is Manners for the Real World: Basic Social Skills. Remember that viewing Videos and reading books counts towards continuing hours for Independent Contractors.



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 11:1

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:

__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