

H.O.P.E. Happenings

H.O.P.E.

Volume II, Issue I

June, 2006

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

A Step Toward Success

Few of us are taught as children that failure is a step toward success.

Losers

When learning something new is slow and laborious, losers soon become bored. They are willing to spend very little time; they want fast action and instant results.

Winners

Winners know that learning isn't easy going; the learning curve represents one struggle after another. There are frustrations and problems along the way, but if one stays with it, learning will occur!

Be a winner by making a commitment to stick with it, even when the going gets tough. The road of life usually is toughest just before the blessings of abundance pour forth!

H.O.P.E. Office Gets a New Home!

As any family grows, so does the need for space. We are no exception. The H.O.P.E. office has officially relocated. The new address is 2823 43rd Street. We are located just off Urbandale Avenue in the Beavertdale area. Please feel free to stop by and pay us a visit. We are looking forward to many more "new additions" to our family in the future!



CHANGING FACES AT H.O.P.E.

This spring we welcomed Alison Lumsden as the Director of Independent Living Opportunities. Emily Naderman is focusing on Premier Quality as an independent contractor. Kim Hunt is transitioning from an independent contractor and will be full-time in our office by September in Premier Quality as well. Congratulations!

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

There is Always a Chance

By: Max Stein

You have a chance to win your prize, if you have the heart to take a chance

It isn't sufficient just to want. You've got to ask yourself,

"what are you going to do to get the things you want?"

Your problem is to bridge the gap, between where you are now and the place you intend to reach.

Your resolution to succeed will be more important than anything.

You have a fair turn to be as great as you please. There is no such thing as chance. Just be willing to take that first step.

You can do anything you wish to do, have anything you wish to have, be anything you wish to be.

Look at things as they can be. In the end, you can only fail if you do not try.

Never say never.

If you have not all ready done so, please return the H.O.P.E. satisfaction surveys which were mailed to you. The responses we receive are extremely valuable information to us. We want to ensure that we continue to provide the highest quality of services possible.

We are committed to have people know H.O.P.E by seeing us in the community doing as much as they can as we believe that each person has untapped power to make a difference in this world.



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

“What difference does my vote make?”

I have first handedly witnessed how one voice can make a difference.

Linda’s Logic

I recently went to a Ladies Luncheon with my mom just before Mother’s Day. There was a handwriting expert as our guest speaker and he analyzed my handwriting. Interesting what a person can make of us just from appearances. He said I was independent and that I think things through. He also said that I complete what I start (he could tell that from the way I make all my letters legible in my signature). He said I was an optimist because my signature slanted slightly upward at the end. He also could tell I am logical. Amazing what he could tell just from my signature!

One area that we talk about at H.O.P.E. is presenting “our best self” when working on hygiene, social skills, or employment goals. I think the majority of us—myself included—love to have days when we just have a “robe or sweats day”, but wouldn’t you agree that when you take the time to clean up and put

on an outfit that compliments your features and someone then notices...doesn’t that put a little skip in your step?

The old saying “you can’t judge a book by it’s cover” is true, but the other side of the coin is that “you never have a 2nd chance to make a good 1st impression”.

I recently shared in a letter to our past supporters that H.O.P.E. is committed to have people know who we are by seeing us (our participants and their providers) in the community doing as much as they can as we believe that each person has untapped power to make a difference in this world.

I am so proud of the people affiliated with H.O.P.E. We are focused and determined to make a difference in people’s lives. We have such wonderful and caring people providing these services. Our participants have goals they want to achieve and are willing to strive towards them. We are truly blessed.

Amy’s Anecdotes

Election years, flip-flopping and mudslinging – who would have ever thought that I could ever get caught up in it? I am not particularly proud of my political apathy over the years, but I kept thinking, “What difference does my vote make?” Well, here I am, knee deep in the puddle we call politics and love every moment of it.

To veer off on a more personal note, my dad has decided to run for State Legislature in Nebraska. It has not only been an emotional journey for my family, but a testimony to grass roots action. My dad, a farmer in Nebraska, has

no special education in political science, no law degree and besides the fact that he was on the school board for 16 years, no other political experience (other than keeping peace between my brother and I growing up). However, he has life experience, the willingness to listen and serve, and a passion to make a difference. By watching him go door to door, nursing home to legion club, and school government classes I have first handedly witnessed how one voice can make a difference. With this – get to know your candidates and vote – because you do make a difference!



H.O.P.E. Participant Flies High!

John* desperately wanted to see his mother before she passed from terminal cancer. He couldn't remember the last time they had seen one another because she moved from Oregon to Arkansas a few years ago to be closer to the rest of John's family. John has cerebral palsy, cannot read or write and can be difficult to understand if someone does not know him well. He also has limited resources.

Angel Flights is a non-profit organization that offers compassion flights to people that cannot otherwise afford them. H.O.P.E. (Honoring Opportunities for Personal Empowerment) is a non-profit organization that is committed to empowering special needs or elderly individuals to live as independently as possible. H.O.P.E. assisted John to meet the needed forms to qualify for Angel Flights and in just a few weeks, John's prayers were answered.

When John arrived in Arkansas, he was welcomed with open arms and much emotion. John spent 4 days with family that he hadn't seen in years and was able to say his final goodbye to his mother who passed away just a week after his visit.

Although John will miss his mother, he and his family will be forever grateful for the amazing service that Angel Flights offers to those in times of greatest need.

You can find out more about Angel Flights (www.angelflightcentral.org) and H.O.P.E. (www.hope-agency.org) through their websites.

The following is an excerpt of a letter we received from the pilot in regards to "John's" flight.

I had to let you know that I was quite impressed with your operation just on the basis of working with John. I could see your company name H.O.P.E.-Honoring Opportunities for Personal Empowerment--in working with John in boarding and disembarking from the plane. I'm not a professional in your field, but I could certainly see that John had been empowered to do as much as he could for himself. He didn't want to be picked up and placed in a seat in the plane (not that we even considered doing that). I got a message from him that he wanted to be in charge of his movement from the ramp to the seat. And he not only wanted to be in charge, he also wanted to participate and contribute energy to his movement. I thought that was great.

It was certainly a pleasure to work with you and John. I would welcome the opportunity to work with you again.

Bob

*Names changed for privacy purposes



H.O.P.E. and Perkins Partner Up For UNO!

This past winter we had the opportunity to partner with Perkins Academy for an evening of UNO. H.O.P.E. participants as well as students and PTA parents from Perkins enjoyed the friendly competition of the card game. Amy Wallman Madden had this to say: "This was a great event and we look forward to hosting another UNO night this fall." Linda Matkovich added that this was a great way to expose this population of students to persons with disabilities, but the focus was a community food pantry drive and UNO fun! This is just one example of how H.O.P.E. is offering opportunities to integrate in our community.

Get your game on!
We'll see you at our next UNO
tournament coming fall 2006!



A Sweet Treat

Everyone has a sweet tooth. Thanks to the kind people at Suzette's Chocolates, H.O.P.E. participants enjoyed a mouth watering night of chocolate indulgence. A tour was given by the owner of Suzette's. We got to see the inner workings of an actual candy making operation...Willy Wonka eat your heart out! We even had the opportunity for some actual hands-on creativity. Each person got to select a unique mold and pour their own chocolate creation. By the time the evening was over there was a chocolate telephone, ballerina slippers, a tropical fish and many more items. There were also plenty of samples for everyone to enjoy.



Reasons why the English language is so hard to learn

- | | | |
|--|--|---|
| 1) The bandage was wound around the wound. | cided to desert his dessert in the desert. | to the object. |
| 2) The farm was used to produce produce. | 7) Since there is no time like the present, he thought it was time to present the present. | 11) The insurance was invalid for the invalid. |
| 3) The dump was so full that it had to refuse more refuse. | 8) A bass was painted on the head of the bass drum | 12) There was a row among the oarsmen about how to row. They formed a row on the side of the canoe. |
| 4) We must polish the Polish furniture. | 9) When shot at, the dove dove into the bushes. | |
| 5) He could lead if he would get the lead out. | 10) I did not object | |
| 6) The soldier de- | | |



This Little Piggy Went to the Market!

Looking for something fun to do this summer? How about checking out a Farmer's Market. There are plenty to select from:

Ankeny: 8-Noon Saturday
Southwest Third and Maple

Downtown: 7-Noon Saturday,
Court Avenue

East Side: 4-7 pm Thursday
3200 Delaware

Valley Junction: 4-8 pm Thursday,
5th St., WDM

Storm Season...Are You Prepared?

If the power to your home is out for a prolonged period, remember a few safety tips:

- *Keep the refrigerator or freezer doors closed. Foods should stay safe up to four hours in an unopened refrigerator. A freezer that is half full or full can keep foods frozen up to 24-48 hours.
- *Stay away and treat all downed or hanging power lines as if they are energized, contact the electric utility company.
- *Never step into a flooded basement or other area if water is covering electrical outlets, appliances, or cords.
- *Never attempt to turn off power at the breaker box if you must stand in water to do so. Call your electric utility to shut off power at the meter.
- *Check on friends and relatives-especially seniors, and those with medical or disability conditions.
- *Always have at least one standard corded telephone. Cordless phones will not work during a power outage.

Questions & Answers from Miss Wanda Waiver

Note: Thanks to Karen Olson from the Howard Center for this clarification for HOPE's Direct Care Team as they are independent contractors. If it is a contract provider is writing the notes, etc. she shared they should never refer to themselves as staff because that term is too close to employee status and is often used when referring to an employer/employee relationship. They should refer to themselves as direct care provider.

Q. I have a quick question for Wanda Waiver. I have looked in the waiver handbook and cannot for the life of me find the answer. For a sibling providing respite...is 16 the minimum age requirement? Can a sibling in the same household provide respite services?

A. A sibling can provide respite as long as they are not the usual caregiver, and yes, a 16 year old can provide respite. Those providing CDAC or IMMT services must be at least 18 years old.

Q. Wanda, I provide services for several SCL clients. We like to cook in my kitchen. Is this okay?

A. Great question. Just answering it makes me hungry. Your answer is no, it is not

okay to cook in your kitchen. SCL is an individualized support to a consumer. Provider homes are not integrated because the provider's home is not open or available for use by the general public. Cook something up in their kitchen, and remember, Wanda loves samples!

Q. Here's my question Wanda. I have a client who's house gives me the creeps. It is just not a very safe or healthy environment that I want to be in. What should I do?

A. Staff and contract providers are mandatory reports of child and dependent abuse. If you feel a consumer is at risk because of the condition of his or her home, this should be reported to DHS. Changing the services to another location does not eliminate the health or safety issues regarding the consumer.

Do you have a question that Wanda could address? Feel free to email or call the H.O.P.E. office and Wanda will do her best to research your answer.



We never know how far reaching something we may think, say or do today will affect the lives of millions tomorrow.

- B.J. Palmer

You can go to www.fosterparents.com and get trainings on line in a wide variety of areas. Most courses are around \$4.00 with some a little more. Good site to check out. You do not need to be foster parents.

Real Life Stranger Danger!

"Bobby" and a friend were playing outside when a man in a car approached them and asked them to get in...."Bobby" put into action his safety goal that he has been working on with his independent contractor....he said "No!" Then he got his friend, ran home and told his mom who called the police. Then "Bobby" gave a very detailed description of the man and his car to the police..... "Bobby's" mom shared that he

would never have been able to do that before....but because of his independent contractor and all of the different scenarios she goes over with him to be safe....HE DID IT!

This is a true story. Only the names have been changed to protect their confidentiality.



A huge "congratulations" to Tasha Donovan for providing excellent stranger danger skills for the participants she works with.

Way to go Tasha!



Upcoming Trainings / Conferences

June 2006						
S	M	T	W	T	F	S
				1	2	3
4	5	6 Advisory Board	7 HOPE 101	8	9	10
11	12	13	14 HOPE 201	15 Pay Day	16 HOPE Picnic	17
18	19	20	21	22	23	24
25	26	27	28 Executive Board	29	30 Pay Day	

July 2006						
S	M	T	W	T	F	S
						1
2	3	4	5	6 HOPE 101	7	8
9	10	11	12	13 HOPE 201	14 Pay Day	15
16	17	18	19	20	21	22
23	24 Hope101	25	26	27	28	29
30	31 Pay Day					

August 2006						
S	M	T	W	T	F	S
		1 Advisory Board	2	3	4	5
6	7 HOPE 201	8	9	10	11	12
13	14	15 Pay Day	16	17	18	19
20	21	22 Hope 101	23	24	25	26
27	28	29	30	31 Pay Day		

Hope orientation 101 and 201 will be held at the H.O.P.E. office located at 2823 43rd St. (just off Urban-dale Avenue)

Document/Time Sheets & Invoices are due every Monday by midnight, no exceptions.

Advisory Board meeting

Executive Board meeting

Reimbursement checks mailed (Pay Day!)
If you need to pick up your check, make arrangements with Linda by the Sunday prior

All drugs containing PHENYLPROPANOLAMINE are being recalled. You may want to try calling the 800 number listed on most drug boxes and inquire about a REFUND. Please read this CAREFULLY. Also, please pass this on to everyone you know.

STOP TAKING anything containing this ingredient. It has been linked to increased hemorrhagic stroke (bleeding in brain) among women ages 18-49 in the three days after starting use of medication. Problems were not found in men, but the FDA recommended that everyone (even children) seek alternative medicine.

To confirm these findings please take time to check the following:

<http://www.fda.gov/cder/drug/infopage/ppa/>

PLEASE PASS THIS ON TO YOUR CHILDREN IN CASE THEY GIVE IT TO THEIR CHILDREN OR TO FRIENDS WHO HAVE CHILDREN AND GRANDCHILDREN.

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)

IA Program for Assistive Technology online newsletter: <http://www.uiowa.edu/infotech/Publications.html>

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



H.O.P.E.

P.O. Box 13374, Des Moines IA 50310

Phone: 515.277.HOPE (4673)

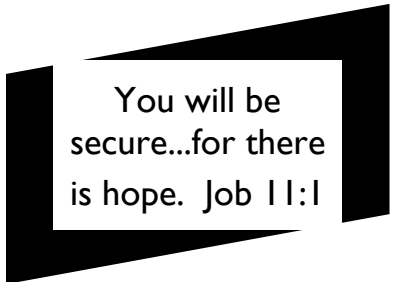
Fax: 515.255.3368

Toll-free: 888.386.2795

www.hope-agency.org

Check it out!

To:



Ill and Handicapped Waiver: Respite, CDAC

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

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

Elderly Waiver: CDAC, Respite

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
- _ gift certificates for Household items for participant moving into apartment or groceries(walmart)
- _ Tickets for games, movies, special events in Des Moines area
- _ File size fire-proof box
- _ Ink Jets- hp56 and hp57
- _ Postage Stamps
- _ Sponsor one of our participants for 1 or more activities


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
 Larry Christiansen
 Linda Christiansen
 Tammi Matkovich
 Dave Wallman
 Dr. Jim Pullen
 Mardi Deluhery
 Nancy Lyng

H.O.P.E. Credentials

Iowa Dept of Human Services
 **Home and Community Based Services (HCBS) Waiver Provider with Certificate of Excellence to provide (see above box for waivers):**
 SCL—Supported Community Living
 SE—Supported Employment Services
 CDAC—Consumer Directed Attendant Care
 Respite and Transportation
Contracted with DVRS (Vocational Rehabilitation) to provide Employment Services
Certified Employment Services Specialists
County and State Funded Services