

H.O.P.E. Happenings

H.O.P.E.

Volume IV, Issue II

Oct/Nov/Dec, 2008

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



Art is in the Air!

HOPE is pleased to share Art Studio 2008. Participants are invited to explore the world of creativity and expressing themselves through color, lines and strokes. Artist Kathryn Finney has graciously volunteered her time and her art studio to teach art classes to her students, including seven HOPE participants! Kathryn is currently the Art Director for Country Home magazine, a publication of Meredith Corporation. Kathryn is married to Andy and they have two children, Madison and Arthur. Kathryn loves fine arts and graphic design and just wants to have fun creating projects with us!

Six classes will be held on Friday evenings. We are excited to be able to showcase some of the masterpieces that we know will be created as these will be displayed at our 5th Annual Festival of HOPE!!

(This opportunity is being made possible through the Heart of HOPE which is paying for the art supplies for our HOPE participants)

Honorable Mention!

H.O.P.E. participant Josh S. received honorable mention for his painting that was entered in the 4th Annual Art Exhibition presented by Kenneth Paul Gallery and Community Support Advocates. Josh along with his provider, Jeanne Piper, created "Spider's Playground" an acrylic painting on canvas. The painting got its name because a spider dropped onto the canvas while the paint was drying.

Josh has been creating art for 2-3 years and has taken art classes at school. His favorite medium is paint on canvas or paper. His motivation for art is to create



things. This was the first time that any of Josh's art pieces were shown, not to mention receive honorable mention! Congratulations Josh!

Community Day.....Are you Prepared?

H.O.P.E. is excited to announce an exciting opportunity for anyone who loves to shop and get a great deal. Younkers is hosting a community day shopping event, Saturday, November 15th. Coupon books are available for purchase from Kim at H.O.P.E. or our friends at First American Bank in Beaverdale. The \$5.00 donation for the coupon book will entitle the purchaser to \$10 off their Younkers purchase, along with several other 20% coupons that can be used for additional purchases that day. There will be door busters and many spectacular sales as they gear up for the holiday season. H.O.P.E. benefits from this by being able to keep **100%** of all coupon book sales. The money we collect from this fundraising opportunity goes directly to the Heart of H.O.P.E. fund. Tell your family, friends and neighbors about this exciting opportunity. Better yet, surprise them and purchase coupon books for people you know and be their new best friend!



5th Annual

Festival of H.O.P.E.



It is not too soon to mark your calendars for the holiday event that all of Des Moines talks about! The Festival of H.O.P.E. will be Thursday, December 14th from 6:30-8:30 pm at the Northwest Community Center on Franklin Ave. This annual tradition rings in the holiday season for our participants and providers. Good food, good fellowship and a visit from the special guy from the North Pole are typically the highlights of this evening. Please include this as part of your holiday activities.

If you are interested in participating in the HOPE choir which will perform that evening, please contact Kim no later than November 15th.



“We began HOPE to offer opportunities for participants to not just exist in life, but to embrace it and become immersed in their own community. And, yes, this means that we have to work on goals to receive services. But would you prefer the alternative?”



L to R:

Amy Wallman Madden, Co-Founder & COO,

Tammi Matkovich, the inspiration for H.O.P.E.; and

Linda Matkovich, Co-Founder & CEO

Amy finds out another meaning for GEM. Find out what her gem is and how it can apply to you.



Linda's Logic

As we are approaching our 5th Annual Festival of HOPE, I am finding myself a bit reflective on the “how’s” and “why’s” HOPE began. I can vividly remember the Social Security worker telling us that Tammi was denied Social Security and there were no services to help her, but there was a new law that was about to be passed called the “Katy Beckett Law”. This was to become known as our current Medicaid Waiver system. What is frightening to me is the realization that this program is still in it’s infancy stages as it is less than 25 years old—as it was implemented in Iowa in 1984! We get frustrated with the many changes, but the system is still learning how to develop this program. It is critical for families, for participants, and for providers to visit with their legislators

about the importance of this program and how it impacts your family. Do you realize that without Waiver programs, there wouldn’t be SCL programs? How would you feel if you found out that your only choice to receive financial assistance was to live at Woodward or Glenwood? My daughter has lived at 2 state institutions. It is my personal goal that she never experience that again. I’ve experienced the hollowness that inhabits many who reside there. We began HOPE to offer opportunities for participants to not just exist in life, but to embrace it and become immersed in their own community. And, yes, this means that we have to work on goals to receive services. But would you prefer the alternative?

Amy's Anecdotes

I was recently at a meeting where there was a great discussion on “a-ha” moments as well as a new acronym to add to my repertoire, GEM, which stands for “Good Enough for Me.” This was a meeting that collectively speaking, there had to been over 100 years of experience in the room in working with individuals who need support living in the community. It was interesting to hear the different “a-ha” moments and the discussion that ensued regarding GEM and how encouraging it was to me that people, experts in this field, are still open and willing to learn and grow.

To further elaborate on “GEM”, what a great tool to use when working with an individual and how to keep it focused on the participant and assisting them with reaching their goals. We as providers should constantly be asking the questions; what would I want or expect from services personally? Would how I provide services to others be “good enough for me”? I know that I will continue to keep that little gem of a “GEM” in my mind on life in general.



Alison's Assertions



Alison Lumsden,
Director of Independent Living
Opportunities

There is just as much victory in the journey to achieve a goal as there is at the end.



Recently I ran across a quote from the late Ronald Reagan, "My philosophy of life is that if we make up our mind what we are going to make of our lives, then work hard toward that goal, we never lose – somehow we win out." In providing Medicaid services, we hear a lot about working on goals and tracking progress and outcomes (the bottom line). While I am not at all belittling the value of this process, I feel that people (me included) sometimes lose sight of the path we are taking to those great outcomes. There is just as much victory in the journey to achieve a goal as there is at the end.

always a guarantee when you are talking about statistics. Any time we make up our mind to improve, learn or try something new, we are already on the way to being winners. Learning takes place whether we do something correctly or not. It's important to know where we want to be in our lives but it's also okay to take a few unintended scenic detours along the way. Be persistent and deliberate in reaching your goals but don't get discouraged if there are sometimes forks in the road. God has a plan for all of us – be the best you can be but don't forget that it's all in His own good time. Enjoy the journey!

A successful "goal completion" is not

Notes from Nancy



Nancy Williamson,
Director of Supported
Employment

It seems like at one point or another along the path of employment we all contemplate changes in our careers. That goes for ourselves, our family members, our friends, and those we support. I, myself made such a change six months ago and it has been extremely rewarding but at times a little frightening.

I have included below a helpful list of Do's and Don'ts to consider and to help those you support to consider before altering the path through employment.

- **Do** have a well-developed plan for making your career change. And **don't** rush into a career change until you have thought it out and developed a strategy.
- **Don't** worry if you feel a bit insecure or unsure about making a career change; these feelings are normal.
- **Do** expect to put in a great deal of time and effort in making the switch from one career to another, but **don't** allow yourself to get discouraged at the pace or your progress...changing careers takes time. **Don't** rush into a [new career](#) field because you are dissatisfied or disillusioned with your current job, boss, company, or career field.

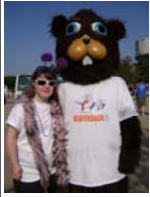
- **Do** take the time to examine the activities that you like and dislike, with more focus on your likes. And **do** focus on new careers that center around your likes and passions.
- **Do** consider the possibility that you will need to get additional training or education to gain the skills you need to be competitive in your new career field, but **don't** jump headfirst into an educational program...start slowly.
- **Do** gain experience in your new career field, ideally while you are still working in your current job. Volunteer or find a [part-time job](#) in your new career field -- thus building experience, confidence, and contacts in your new field.
- **Don't** go it alone; **do** find a mentor. Changing careers is challenging, and you really need to have someone who can help motivate you and keep you focused on your goal when you get discouraged.
- **Do** brush up on [all aspects of job-hunting](#), especially if you haven't had a need to use those skills recently. And **do** take advantage of all [career change resources](#).
- Above all else, **do** be flexible. You're basically starting your career anew, which means you may have to make concessions about job titles, salary, relocation, etc.

Do...

Don't....

HELP WANTED

Nancy gives tips on what to do and what not to do as you prepare for employment.



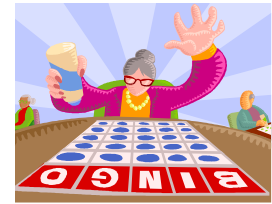
Queen for the Day!

Our very own Jessica Gertler was queen for the day as she fulfilled a dream goal to be in the Beaverdale Fall Festival Parade. Jessica along with an army of HOPE participants and providers waved, smiled and tossed candy to the thousands who lined the streets of Beaverdale. Jessica was given the place of honor and rode in a volkswagon convertible. It was a dream come true for Jessica. Although no one officially asked for her autograph that day, she is a star in our eyes!

Those participating had such a great time that plans are all ready underway to be in the parade again next year!



Game Night with Perkins Academy



Game night has become a tradition that our participants as well as the Perkins school community looks forward to each year. Game night is Tuesday, November 11th from 6:30-7:30 pm in the Perkins Academy lunch room. Bingo is the featured game. Prizes will be awarded to those lucky enough to get a bingo! Popcorn and water will be provided. Perkins is seeking gently used games for inside recess. If you are cleaning out your closets and happen to run across some board games or puzzles, and would want to donate them to a good cause, bring them to game night. The kids would appreciate any new or used games as they prepare for inside recess this fall.



Our Miles in March fitness challenge was made possible due to a partnership that H.O.P.E. has with 24/7 Fitness located on Beaver Avenue, next to Christopher's in the Beaverdale neighborhood. All participants as well as providers are invited to use the facility. The H.O.P.E. office has a membership key available for our participants and providers to check out. Once the workout has been completed then simply return the key to the mailbox slot by the front door. 24/7 offers a variety of machines that include stationary bikes, treadmills, elliptical, and weights. Professional training services and classes such as Pilates are offered but not included in the cost of the membership. Anyone wanting to take advantage of those services would need to pay an out of pocket cost. With winter closing in, please consider taking advantage of this wonderful opportunity to stay healthy and fit!

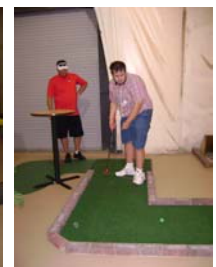
We scream, sing and wear silly hats for ice cream!

The temperature outside might have been hot in July; however, we were cooling our taste buds by serving up some delicious Cold Stone ice cream. Cold Stone partnered with H.O.P.E. for a "sweet" fundraiser. Happy HOPE faces scooped, mixed and served up some of your favorite flavors that evening. In exchange for our time and expert serving ability, we received a portion of the sale proceeds that evening as well as the tips that were put in the jar. Our tips by far exceeded the proceeds, so we must have been doing a great job. That money was then put directly into the Heart of HOPE fund, which participants can apply for to financially assist in making goals possible and dreams come true. We look forward to our next opportunity to scoop with Cold Stone.



Miniature Golf Tournament

H.O.P.E. Participants, providers and advisory board members enjoyed a beautiful evening of miniature gold at the Longview Golf Range in Grimes. Dave and Jeff set this event up and had a wonderful turnout. Many people enjoyed holes in one whether it was on the indoor or outdoor course. Dave presented golfers with a golf ball medal for participating. We are hopeful that there will be more golf events in the future.





Reasons to Celebrate

Here are some creative reasons to celebrate!

October

25th: Artist Pablo Picasso celebrates his birthday. Draw a picture or visit the Art Center. Let those creative juices flow!



November

18th: Antarctica Discovered in 1820. Dedicate your day to the penguins. Dress in black and white!



19th: President Lincoln delivered the Gettysburg Address. Have some fun with pennies. Stack them, count them, clean them.

December

1st: Rosa Parks refused to give up her seat on the bus in 1955. Ride the DART in her honor.



16th: Date of the Boston Tea Party in 1773. Make a cup of hot tea and relax.



“Many have discovered helping others to be the most enduring therapy, for it’s the burdens you help another to bear that make your own seem light.”

Dr. Albert Schweitzer

A Penny for your thoughts...



I hope that I will always be for each person what he or she needs me to be.
 I hope that each person's death will diminish me, but that fear of my own will never diminish my joy of life.
 I hope that my love for those whom I like will never lessen my love for those whom I do not.
 I hope that another person's love for me will never be a measure of my love for him or her.
 I hope that everybody will accept me as I am, but that I never will.
 I hope that I will always ask for forgiveness from others, but will never need to be asked for my own . . .
 I hope that I will always recognize my limitations, but that I will construct none.
 I hope that loving will always be my goal, but that love will never be my idol.
 I hope that everyone will always have hope.

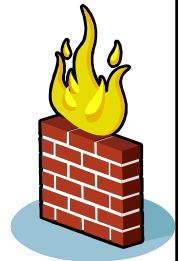
-Henri Nouwen

“Hot” Tips for Fire Safety

It's easy to be fire safe. By being on the lookout for things that can cause fires and knowing what to do in case of one, you can help keep you and your family safe. McGruff has some advice on how you can be fire safe.

Be on the lookout for anything that could start a fire. Watch out for:

- Matches and lighters
- Old and worn-out electrical cords
- Too many cords in a wall socket
- Candles burning in an empty room
- Clothes and blankets near space heaters and on hot lamps.



Another way to stay fire safe is to be prepared. Remember to:

- Check smoke detectors often to make sure they work right and to change the batteries.
- Plan a fire escape route and practice it. Find two different ways of leaving each room in your house . Remember if there is a fire, stay low to the floor, get out as fast as you can, and stay outside of your house.

Quack or Soar.....the choice is yours!



Harvey Mackay, tells a wonderful story about a cab driver that proved this point.

He was waiting in line for a ride at the airport. When a cab pulled up, the first thing Harvey noticed was that the taxi was polished to a bright shine.

Smartly dressed in a white shirt, black tie, and freshly pressed black slacks, the cab driver jumped out and rounded the car to open the back passenger door for Harvey. He handed my friend a laminated card and said: 'I'm Wally, your driver. While I'm loading your bags in the trunk I'd like you to read my mission statement.' Taken aback, Harvey read the card. It said: Wally's Mission Statement: To get my customers to their destination in the quickest, safest and cheapest way possible in a friendly environment. This blew Harvey away. Especially when he noticed that the inside of the cab matched the outside. Spotlessly clean! As he slid behind the wheel, Wally said, 'Would you like a cup of coffee? I have a thermos of regular and one of decaf.' My friend said jokingly, 'No, I'd prefer a soft drink.' Wally smiled and said, 'No problem. I have a cooler up front with regular and Diet Coke, water and orange juice.' Almost stuttering, Harvey said, 'I'll take a Diet Coke.' Handing him his drink, Wally said, 'If you'd like something to read, I have The Wall Street Journal, Time, Sports Illustrated and USA Today.' As they were pulling away, Wally handed my friend another laminated card. 'These are the stations I get and the music they play, if you'd like to listen to the radio.' And as if that weren't enough, Wally told Harvey that he had the air conditioning on and asked if the temperature was comfortable for him. Then he advised Harvey of the best route to his destination for that time of day. He also let him know that he'd be happy to chat and tell him about some of the sights or, if Harvey preferred, to leave him with his own thoughts.

'Tell me, Wally,' my amazed friend asked the driver, 'have you always served customers like this?' Wally smiled into the rear view mirror. 'No, not always. In fact, it's only been in the last two years. My first five years driving, I spent most of my time complaining like all the rest of the cabbies do. Then I heard the personal growth guru, Wayne Dyer, on the radio one day. He had just written a book called *You'll See It When You Believe It.*

Dyer said that if you get up in the morning expecting to have a bad day, you'll rarely disappoint yourself.

He said,



"Stop complaining! Differentiate yourself from your competition. Don't be a duck. Be an eagle. Ducks quack and complain. Eagles soar above the crowd."

'That hit me right between the eyes,' said Wally. Dyer was really talking about me. I was always quacking and complaining, so I decided to change my attitude and become an eagle. I looked around at the other cabs and their drivers. The cabs were dirty, the drivers were unfriendly, and the customers were unhappy. So I decided to make some changes. I put in a few at a time. When my customers responded well, I did more.' 'I take it that has paid off for you,' Harvey said. It sure has,' Wally replied. 'My first year as an eagle, I doubled my income from the previous year. This year I'll probably quadruple it. You were lucky to get me today. I don't sit at cabstands anymore. My customers call me for appointments on my cell phone or leave a message on my answering machine. If I can't pick them up myself, I get a reliable cabbie friend to do it and I take a piece of the action.'

Wally was phenomenal. He was running a limo service out of a Yellow Cab. I've probably told that story to more than fifty cab drivers over the years, and only two took the idea and ran with it. Whenever I go to their cities, I give them a call. The rest of the drivers quacked like ducks and told me all the reasons they couldn't do any of what I was suggesting.

Wally the Cab Driver made a different choice. He decided to stop quacking like ducks and start soaring like eagles.



How about us? Smile, and the whole world smiles with you.....The ball is in our hands!



Upcoming Trainings / Conferences

October 2008							November 2008							December 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							1		1	2	3	4	5	6
5	6	7 BIN-GO	8	9	10	11	2	3	4	5	6	7	8	7	8 HOPE 101	9	10	11 Festival of HOPE	12	13
12	13 HOPE 101	14	15 HOPE 201	16	17	18	9	10 HOPE 101	11 Advisory Comm	12 HOPE 201 Executive Board	13	14	15 Youthers Coupons	14	15	16	17 HOPE 201	18	19	20
19	20	21	22	23	24	25	16	17	18	19	20	21	22	21	22	23	24	25 Office Closed	26 Office Closed	27
26	27	28	29	30	31		23 30	24	25	26	27 Office Closed	28 Office Closed	29	28	29	30	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 Committee meeting

Executive Board meeting

Prescription Update from Broadlawns



The Senior Leadership Administration and the Pharmacy Implementation Committee continue to evaluate the \$4.00 service fee for pharmaceuticals and are aware that we care for a unique population. Therefore, we have made some changes to this service fee that we believe will support Broadlawns Medical Center 's ability to continue to provide pharmaceuticals to our patients.

- Ø Patients whose income is between the 0 – 100 % of the Federal poverty guidelines will be automatically screened and will be exempt from the \$4.00 service fee.
- Ø We are capping our service fee to 5 prescriptions or a maximum of \$20.00.
- Ø Patients who are discharged from our inpatient services will not be charged for their discharge medication(s).
- Ø Patients who are seen in our Emergency Department and given a 3 day supply of medication will not be charged for those medications.

We appreciate your support as we implement this program.
Vincent Mandracchia, DPM, MHA

The Stork Arrives!

In H.O.P.E.'s eyes, 9.11.08 will go down in history as the day that Thomas Thee Madden joined us!



Congratulations to Amy, her husband Jason and daughter Laynie. Thomas is a beautiful baby boy that looks a lot like his older sister when she was a baby. We are glad to report that everyone in the Madden family is doing well. We will miss Amy during her maternity leave, but look forward to her coming back to the HOPE office Monday, November 24th.



Proud dad Jason holds Thomas for one of his first photo opportunities.



H.O.P.E.

P.O. Box 13374, Des Moines IA 50310

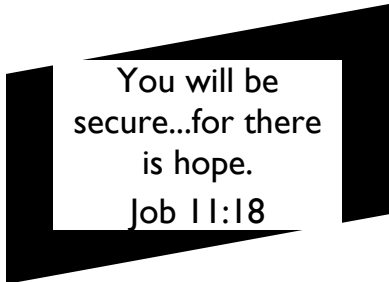
Phone: 515.277.HOPE (4673)

Fax: 515.255.3368

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.

HOPE list 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
- Watch a game on TV or take a participant to a sporting event
- 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.

Advisory Committee

Nathan DeLange
 Dr. Jim Pullen
 Nancy Lyng
 Melinda Christensen
 Jon Hansen
 Melanie Hansen
 Stephanie Linser Blair
 Jessica Gertler
 Marcus Littleton
 Sara Hoffman
 Dick Swarzentruher
 Amy Ryan

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