

H.O.P.E. Happenings

H.O.P.E.

Volume 8, Issue 1

January-April 2011

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

COMING UP!

7th Annual "Old-Fashioned" H.O.P.E. Picnic

June 17 (Friday) ~ Colby Park in Urbandale

4:30-7pm (dinner 5-6, games 5:45-6:45ish)

Call HOPE to RSVP & nominate your favorite Hope staff or provider for the dunk tank (bring your \$\$\$'s to get them all wet!)

Parent Get Together

June 7 (Tuesday) @ HOPE 6-8pm ~ this will be held bi-monthly

Beaverdale Parade

September 17 (Saturday)

Art Camp V

October ~ Fridays

8th Annual Festival of H.O.P.E.

December 6 (Tuesday)

Board of Directors Meetings:

Executive Committee (5:15-6:15)

Advisory/Executive (6:30-8:30 pm) @ H.O.P.E.

Dates: April 18, June 21, August 16, October 18, and December 6 (held at Festival of HOPE)



Provider Jeff Murphy shared: Two of our HOPE participants' Special Olympics basketball team won the district tourney and advanced to the state tourney in Iowa City. They both contributed greatly in their teams' success, Josh with his ball handling, shots, rebounds and all-around game. Dave played awesome defense and made some big 3 point shots to keep the team in the game and in making the go-ahead points that lead to the win in their second game. This is a special shout out to Josh and Dave for their success and great play in helping their team advance to state!

Ben Meyers is a Best Buddy Iowa Ambassador, and at this year's Best Buddy Walk he was asked to give a speech about what Best Buddies has meant to him. There were over 150 in attendance!



What an extra special surprise for Ben and his family was that he and his best buddy, Sarah, were featured in the banner at the Walk! (see photo below)

Ben is active in many different opportunities, including Boy Scouts. He only needs one more badge to earn his Eagle Scout award! How exciting, Ben! We are proud of YOU!



Are you interested in getting the scoop? H.O.P.E. would love to have some of our participants become involved in covering the hot activities around town for our newsletter! Budding photographers and journalists are what we need ~ don't worry, we will help you out with where we would like you to go and will assist you with the questions we'd like to know the answers to, all you need is an adventurous spirit and a love of getting in on the action! Activities might include events such as the H.O.P.E. picnic, card nights, volunteering, Special Olympics, etc. Please contact the H.O.P.E. office if you are interested!

Keeping Connected

Have you ever wondered...

Q How can I get in contact with someone at H.O.P.E. when the office is closed?

A During the week, H.O.P.E. employees who have cell phones may be contacted in case of an emergency. All providers and participants have these phone numbers as well. Phone calls made to an employee **after 4:00** should be considered an emergency. Calls to the H.O.P.E.

office will be returned the next business day.

Weekends: The H.O.P.E. employee who is at the office approximately 4 pm on Fridays (or last day of work week if a holiday is involved) will transfer the H.O.P.E. phone to the H.O.P.E. cell phone of the person providing weekend t.a. Once the phone is transferred, it is the responsibility of the weekend t.a. to return all calls *within an hour* of the origination of the call if technical assistance is needed.



We are excited to announce that H.O.P.E. has been accepted into the Iowa Register of Accountability. This is a voluntary listing of charitable nonprofits that have committed themselves to continuous improvement by using the Principles and Practices as general guidelines. Its purpose is to show Iowa and the nation that Iowa nonprofits make a concerted effort to implement efficient, effective and ethical operations. This voluntary listing was conceived as an alternative to a national accreditation system of all nonprofits which had been proposed in Congressional hearings.



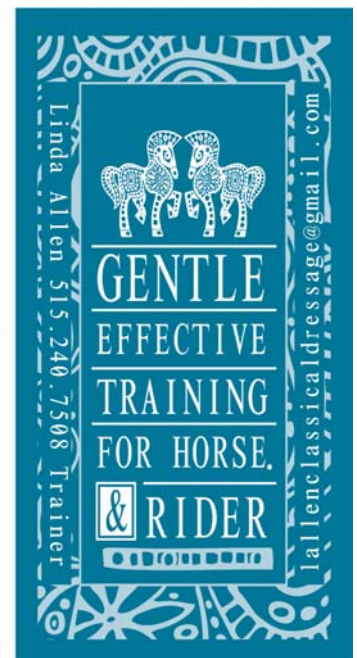
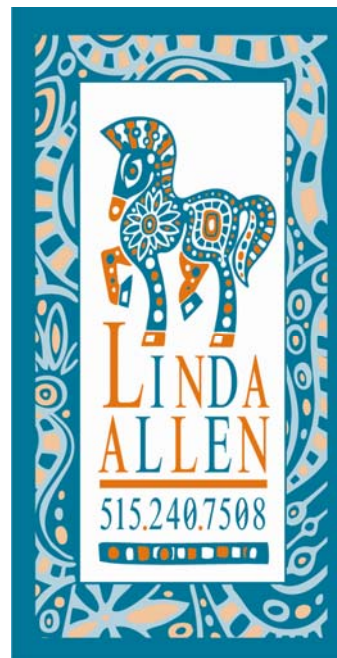
Do you qualify for **FREE** cell phone service?



You may qualify for Assurance Wireless based on your household income, if you're on Medicaid or participate in other government programs. If you are eligible, this is what you receive:

- Free cell phone
- Free 250 voice minutes each month (you can also buy more minutes and texting)
- No annual contract
- Voicemail account
- Call waiting
- Caller I.D.
- Access to 911 service
- Coverage on the Nationwide Sprint Network
- Keep your current number

To verify your eligibility, visit www.assurancewireless.com or call 1-877-598-9543 for more information.





2011 H.O.P.E. Career Conference

An event not to be missed!

Designed exclusively for H.O.P.E.'s Direct Care Provider Team!

FRIDAY JUNE 10 6-9PM

SATURDAY JUNE 11 8AM-4:30PM

Bonus: Beaverdale Live will be held on Saturday evening!!

When we asked for what we were doing well and suggestions for ways to improve, you shared and we listened. We took action on your input to help you be the best you can be as a Direct Care Provider/Specialist/Professional you can be. We heard that you enjoyed & wanted to build on the camaraderie of our Direct Care Team; connection to H.O.P.E. as an agency and our Lead Team; and also help you grow professionally.

By attending, you can:

- ⇒ Earn H.O.P.E. CEU's that will count towards the 6 continuing ed hours required by Medicaid each contract year (10 if you are a Direct Care Specialist or Professional).
- ⇒ Earn H.O.P.E. credits towards the Direct Care Specialist or Professional program!
- ⇒ You can reduce your cost to attend by helping your participant get connected with their community through volunteering! For each hour that you & your participant volunteer together, you can reduce your cost by \$5 (track hours on the form—you can request one from Dara at HOPE_Office_Records@yahoo.com or call her at 277-4673)

Dates/Times for Conference:

Friday, June 10th 6:00-9:00 p.m. Kick off

Saturday, June 11th 8:00 a.m. -4:30 p.m.

(includes continental breakfast and lunch)

This conference will provide 6 hours of continuing education credits that are required for HOPE providers.

Cost: \$80 for the entire conference (see above to reduce your cost!)

**Reserve your spot by Friday, May 27th by calling Dara @ 277-4673
and your name will be entered to win a \$100 gift card!**

Location: Immanuel United Methodist Church

2900 49th St, Des Moines

Located on 49th street, just south of Urbandale Ave. in Des Moines. Please park in the back of the church and

follow the signs to Faith Hall.



Ongoing Activities

Note: Drop-ins are always welcome, join us anytime!

Tuesdays

Palmers Deli **Game Night** (for 18 years & older) on Ingersoll
5:30-7:00pm



~ OR ~ **UNO at Grounds for Celebration** 6:00-8:00 pm



Frisbee Golf

New locations every week!

We will play each Tuesday @ 5:30 p.m.
(location and weather determined by noon on Tuesdays)

Contact Jeff Murphy if interested @
murf_58@msn.com or 276-7012

Saturdays

FREE Yoga at the Park

Gray's Lake (bring a mat or towel)
9-10 a.m. every Saturday
On days of inclement weather call
865-6564 after 8 am.



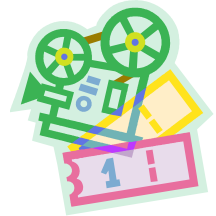
Thursdays

Karaoke Green Grounds
5th Street Valley Junction
5:00-9:00pm

Fridays

Movie Night (for 18 years & up)

Plymouth Congregational Church
(42nd & Ingersoll ~ Youth Room)
7-9pm



Cards/Coffee

Being There Coffee House
110 First Ave N ~ Altoona
5:00-6:30pm



Heart of H.O.P.E. Funds

At H.O.P.E., we never forget about the ♥ of our organization, our participants! In an effort to take away one barrier at a time for our participants to be successful in their lives, one offering we bring is the Heart of H.O.P.E. fund. When money is available, participants are encouraged to apply for up to \$50 to be used for activities that will enable the individual to strive for their annual goals. Exceptions are granted based on availability of funds. Participants may submit multiple applications to receive funds for activities; however, first time applicants will take priority. Funds must be used within the fiscal year (July 1-June 30). Applications are included in your participant handbook and also can be obtained at the H.O.P.E. office. Each applicant should state how the activity or event will apply to their annual goals. Requests may **not** be used for basic living needs such as food and shelter, although our providers can assist with finding community resources to help in these areas.

Application Ideas

(please be sure that it relates to your plan goals)

Jester Park Riding Lessons



Art Camp Scholarships



Health/Nutrition classes



Cooking lessons



Adult education classes

"It takes a strong team to help one another and I know our daughter wouldn't be where she is today without the continual effort; love and support from her provider team."



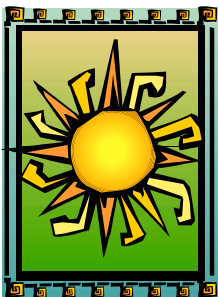
L to R:

Linda Matkovich, Co-Founder & CEO

and

Amy Wallman Madden,
Co-Founder & COO

"So, show your strength: let others shine. That's being agreeable."



Linda's Logic

Change. It is certain. That is one thing that we know for sure about life. Sometimes good comes from change, but sometimes not. Many times, we have to do things a different way than we set out. There are lots of reasons for this. But the fact remains, that also will involve a change.

How do you deal with change? How do you handle disappointment? How do we assist our participants to deal with change?

As we are helping our participants grow in their quest for interdependency? Are we helping them gain skills in handling disappointment or are we trying to protect them...trying to make whatever we can "easier" (justifying it because they face so many other challenges already) thus setting them up for more challenges than they already will face?

I'll admit it. I've done it. And, I imagine

I probably still do more than I realize.

It takes a strong team to help one another and I know our daughter wouldn't be where she is today without the continual effort; love and support from her provider team. Please help our participants to process change. What I may perceive to be a small change may throw off their entire day (and many times, the behavioral changes aren't visible for a few days).

We have to learn ways to help our participants feel assured, calm and confident. Whether it be from someone else's voice telling another that everything will be ok, or a comforting hand on another's shoulder...sharing that you recognize that even though this may be hard, the participant can and will be ok because you are in this with them...together.

"Change is the only constant"

Amy's Anecdotes

Just recently Dr. Forni, an award winning professor at John Hopkins University, spoke in Des Moines on the importance of civility, the costs of incivility and the future of relationships and the need for civility. Unfortunately, I didn't get the pleasure of hearing him speak, but I did check out his website and book and am hooked! Here are just a few snip-its that I found helpful and insightful.

Dr. Forni states, *"To live a long, healthy and serene life we need the crucial help of a network of caring people – we need social support. In order to gain and keep social support we need social skills."*

He goes on further to share, *"Following the advice of age-old wisdom, choose your battles. Fight only those that need to be fought and steer clear of all others. Think of all the physical and nervous energy that an inane argument requires. Ask yourself. "Do I want to engage in this argument? Is there a compelling*

reason to do so? Am I being strong or weak by doing it? Am I championing a valid cause or am I just being defensive?" We often entangle ourselves in disputation just because we are afraid that if we don't, someone else will look good—not the noblest of reasons, to be sure. So, show your strength: let others shine. That's being agreeable."

"We need agreement in our lives because it is gratifying and healing, because human bonds could not be forged without it, and because it is the foundation of social harmony."

Additionally, he discloses the power of "yes" and agreeable conversation. Not that all situations will be able to be agreeable or have a big resounding "yes" in conclusion, but it is a start to consider the importance of being civil, pleasant and willing to say "yes" now and then!



Nancy
Williamson,
Director of
Opportunities



"Interdependence opens up a world of possibilities for deep, meaningful relationships for all of us; it promotes a culture of service, contribution and growth for all those involved."

Notes from Nancy

Banking on Interdependence

A term we hold with value and esteem at HOPE is "interdependence".

What does this mean, to be interdependent? It can mean different things to different people, but in general it infers a relationship of mutual responsibility, where persons are emotionally, socially and morally reliant upon one another. It kind of reminds me of the often quoted "it takes a village". Interdependence opens up a world of possibilities for deep, meaningful relationships for all of us; it promotes a culture of service, contribution and growth for all those involved.

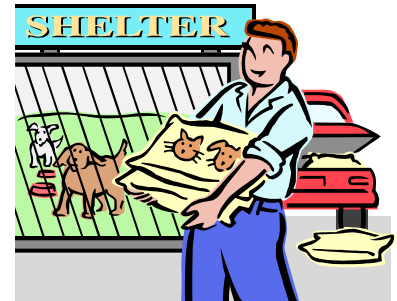
But in order to build levels of interdependence there is a need to first create and care for the relationships that are the foundation of that concept. The basis for any lasting relationship is trust. Building a trusting relationship can be like starting a bank account. Positive behaviors are deposits and negative behaviors are withdrawals, in that relationship. Deposits that build a high balance in a relationship are:

- #1. Getting to know the individual. What are their values, what is important to them.
- #2. Pay attention to the little things in a relationship, what are their likes and dislikes, their goals and ambitions.
- #3. Keep commitments. To break a promise means making a withdrawal.
- #4. Clarify expectations on both parts, build a plan and follow the plan, and understand who is responsible for what in the plan.
- #5. Show personal integrity, be a role-model of honesty and follow-through.
- #6. Apologize when make a mistake or can't keep a commitment.

By making these daily deposits with our participants and others we are close to, we are building a trusting relationship that can serve as the security for them to do the same for others. We are building the foundation for true interdependence in the community.

Incentive Challenge Update

In our last issue we told you about the January-February incentive challenge for our providers, focusing on volunteering in the community. We had a wonderful response and so many participants had the opportunity to learn and grow in new volunteering activities! Our big winners from this challenge were: **Krystal Arleaux, Karen Barkley, Lindsay Brandon, Beth Bloom, Terry Farrell & Cathy Knoepfler**. They each received a \$20 gas card and 10 tokens to use on the DART buses! Congratulations and a big round of applause to our winners and to everyone who participated!



March and April's challenge is called Race for the End Zone. Our focus is to give our participants the home-field advantage by becoming more involved in their local communities. Our direct care providers can earn some fabulous community-based prizes and their participants will be more active in hosting and participating in social events in the community. Providers earn "yardage" in many ways, such as helping a participant host a new social event in the community, establish a new professional relationship, attending a community class or lecture, hosting an event in their home or participating in on-going or new social events. With spring finally arriving, there's never a better time to get out there and get involved! See the top of Page 7 for two participants who have found new ways to celebrate their community!

Go Bulldogs!

I doubt you can find a bigger fan of the Drake women's basketball team than our own Jerry S! Jerry has been loyally attending Drake games season after season and has made a lot of friends while cheering them on to victory! Jerry is pictured below attending the annual season-end banquet with two lovely ladies from the team. Supporting a local team is a great way to embrace your community!



Hostess with the Mostest

In early March, H.O.P.E. participant Angela O graciously opened up her home and invited over several H.O.P.E. participants and their providers for an afternoon of games, fun, food and new friendships! It's hard work planning a social event but the results were worth it and a great time was had by all. All H.O.P.E. participants are encouraged to learn the skills needed to host events of interest to them so they can explore new activities and make new connections. H.O.P.E. can assist in this process by getting the word out to other people who might be interested (for confidentiality). Talk to your providers or the office if you'd like to hear more!

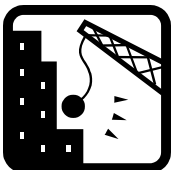


Matt's Meanderings



Matt Leavenworth,
Opportunities
Coordinator

"What takes us from the level of ordinary to extraordinary is that when we are faced with that adversity, we never accept no as an answer."



I'm sure all of our providers have heard the HOPE lead team talk about goals in one form or another, and many of you are probably sick of hearing it. Words like measurable outcomes, verbal prompts, formal goals vs. supports, etc are just imbedded realities of Medicaid jargon. At HOPE, the core value we share is a desire to help our participants become interdependent, become fully engaged and integrated members of the community. We have so many providers that truly embody that value and have done so much to really push our folks in that direction.

It is Dennis Gustafson's persistence in helping one of our participants get involved in a literacy group when that participant's desire is to be able to read the Bible when he's in a church service. It is Jeff Murphy's diligent efforts in setting up Frisbee Golf where participants have the opportunity to have some fun, exercise, and develop meaningful friendships. It is Vickie Wright who will put herself in harms way to ensure that her participant has a voice. There are so many instances where our providers have gone so far above and beyond the call of duty to work towards that interdependence and that attitude and that resilience is what makes that future possible.

In these situations, there have always been road-blocks and challenges that can make going the

extra mile difficult. The reality of life for our participants is that they face adversity, plain and simple. But, they also have so much potential, and are such capable, unique people. If we can help create some of those avenues for them to live up to their potential, we have been successful. What takes us from the level of ordinary to extraordinary is that when we are faced with that adversity, we never accept no as an answer.

When God closes a door, he opens a window. I can remember my mother telling me that when I was a kid, but it's so true, and even when things get tough, there are often solutions that we don't see at first glance. Tell yourself that there is a job out there for my participant. There is a better living situation. My participant can begin to exercise more and live a healthier lifestyle. When life throws up a road block, get out a wrecking ball. If it gives you an obstacle, side step it. Don't be afraid to push the envelope, to question the status quo, and to go that extra mile to really make a difference. It is our creativity, our ingenuity, and our dedication that can help create a better, brighter future for those we serve. Thank you all so much for really believing in our folks. Your dedication is what makes HOPE exceptional.



H.O.P.E.

P.O. Box 13374, Des Moines IA 50310

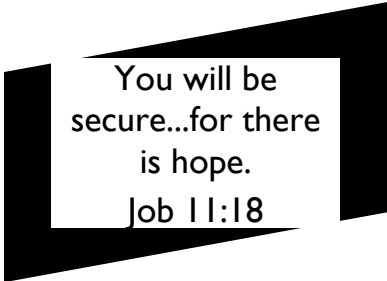
Phone: 515.277.HOPE (4673)

Fax: 515.255.3368

www.hope-agency.org

To:

Check it out!



*Community partnerships –
HyVee-Johnston; Perkins Academy; 24/7 Beavertdale; Jester Park
Equestrian Center; YMCA of Greater Des Moines; Grounds for Celebration;
First American Bank, Beavertdale Branch;
Kathryn & Andy Finney & family ~ Finney Art Studio*



Thank You!

The smallest act of kindness is worth more than the grandest intention. ~Oscar Wilde

Our H.O.P.E. List	How to Get Involved	Board of Directors	H.O.P.E. Credentials
<p>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 or Amy at 515.277.4673.</p> <p>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 ___ Walmart/Sam's gift cards for office supplies or items for participant events ___ Postage Stamps</p>	<ul style="list-style-type: none"> • Take a participant to a sporting event or watch a game on TV with them • 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.; Picnic or our next UNO tournament • Helping with fund raising events, such as a luncheon with a speaker, a golf marathon, etc... • Share about H.O.P.E. with others! Keep your antennas up for people who are naturals with compassion for others & who can mentor to one of our participants. 	<p>Nathan DeLange Dr. Jim Pullen Nancy Lyng Melinda Christensen Stephanie Linser Blair Jessica Gertler Marcus Littleton Sara Hoffman Dick Swarzentruber Amy Ryan Becky Cracraft Bob Emley Cindy Gronert Rick Young</p> <p>Executive Committee</p> <p>Dr. Jim Pullen Bob Emley Cindy Gilbreath</p>	<p>Home and Community Based Services (HCBS) Waiver Provider accredited to provide: Ill and Handicapped Waiver: Respite, CDAC Brain Injury Waiver: SCL, SE, Respite, CDAC Intellectual Disability Waiver: SCL, SE, Respite, CDAC Elderly Waiver: CDAC, Respite</p> <p><small>SCL=Supported Community Living SE=Supported Employment Services CDAC=Consumer Directed Attendant Care Respite</small></p> <p>DHS Chapter 24 Accreditation— HCBS Waiver Certified for SCL Services</p> <p>Certified Employment Services Specialists Polk County Preferred Network of Care Provider & Positive Behavior Support (PBS) Network Member</p>