

Your wils

Solutions for Independent Living Since 1997

2020



You're

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Our

MISSION

Empower people
with disabilities
to achieve
maintain their
independence.

&

VISION

A community where all
individuals can participate
fully, **unencumbered** by
physical or attitudinal
barriers.

CILS

WHO WE ARE

Centers for Independent Living (CIL) were authorized and funded under Title VII, Chapter I, Part C in the Rehabilitation Act 1992 amendments.

Missouri has 22 Centers for Independent Living.

CILs provide programs, resources, and services for individuals with disabilities so they can remain or become independent within their community.

In 1997, WILS became one of the 22 Missouri Centers for Independent Living.

CILs must prepare and submit a report at the end of each fiscal year that shows compliance, ongoing monitoring, and oversight.

For states to be eligible for CIL grants, they must develop and implement a State Plan for Independent Living (SPIL).

CIL representation is a requirement of State Independent Living Centers (SILC) and CIL program activities must be consistent with the SPIL.



I nclude

WHO WE ARE

Independent Living is not just living on one's own.

Independent Living is having the right and opportunity to take action.

Centers for Independent Living are designed specifically to assist individuals with disabilities who have been successful in establishing independent lives.

CILs are unique in that they operate according to a strict philosophy of consumer control. People with all types of disabilities directly govern and staff the organization.

CILs promote self-help, equal access, individual advocacy, and system advocacy.

CILs maximize empowerment, independence, integration, and full inclusion of individuals with disabilities into the mainstream of society.



Ask

HOW WE SERVE

Information & Referrals

Connecting individuals with any information and/or referral to other agencies, community programs, services, and/or activities.

Examples include healthcare agencies, food banks, transportation providers, recreation, public assistance facilities, and employers.

100% were satisfied with the assistance they received

81.6% gained knowledge

89.5% stated the service made a positive change in their life



INFO & REFERRAL OUTCOMES



Gave me CDS information which allowed me to access service I did not know about before.

With the referral, I was able to get a shower chair.

WILS gave me resources for therapist; now I have more independence because I can walk without any assistance.

I was able to get my electricity bill paid down to a lower amount through WILS.

Helped me to get my life back.

Helped me to know where to go for legal services, and where to go for food assistance.

Everything about WILS is positive.

I learned how I could remain living independently in my own home.

Helped me get transportation.

Helped me live a better life and I feel better about myself too.



Learn

HOW WE SERVE

Independent Living Skills Training Services

Empowering individuals with disabilities by providing training with daily living skills and acquiring techniques so they can participate fully in daily living.

100% were satisfied with the assistance and gained knowledge from the services received

94.1% indicated the service made a positive change in their life

IL Skills Training Outcomes



Gave me insight on living on my own with my disability.

In every way, it has helped me.

It has made life better.

I am able to budget for the item I am wanting to buy.

I learned about budgeting for things I want.

Gives helpful skills for daily living.





Share

HOW WE SERVE

Peer Support Services

The process of offering emotional support, sharing knowledge, teaching skills, and providing practical assistance.

94.4% were satisfied with the peer support services they received

100% stated they gained knowledge, skill, and/or independence from the peer support services they received



Peer Support Outcomes

“

I loved it; I looked forward to it every month.

I am in 3 online groups. In person groups are very difficult for me because I have very bad social anxiety. They make me feel like I am not alone.

Gives you a chance to get outside and mingle with other people.

Took a little pressure off of me.

I love going to the craft workshops WILS provides.

It made me feel like I could do something by myself, that I didn't have to have help.

I am able to contact my case managers for help and guidance when needed.

I made a new friend.

It made me happier; I looked forward to them.

Helps me to understand myself.

Gave me knowledge about my disability.

”



Speak

HOW WE SERVE

Advocacy Services

Using self-determination, individuals express their views and concerns drawing from learned skills that allow the consumer to become a self-advocate.

96.4% were satisfied with the assistance they received

82.1% indicated they gained knowledge, skill, and/or independence from the advocacy service

92.8% indicated the advocacy service they received made a positive change in their life



Advocacy Services Outcomes



Helped me to remain in my home.

Increased my independence.

People with disabilities need to be independent and to choose things that give us independence. Advocacy helped me with these choices.

I was able to obtain food stamps.

Helped me to receive cheaper rent.

Gave me the ability to learn a new skill to go back to work.

Helped me get my disability so I can pay my bills.

I learned more about Medicaid.

Helped me be able to choose who I wanted as my care attendant.

I understand how to stand up for myself.

I am better prepared to speak up for myself.



Move

HOW WE SERVE

Housing Referral or Assistance Services

Receiving services related to information on the availability of housing and completing documentation to secure housing.

100% gained knowledge and the services received made a positive change in their life

Housing Referral Assistance Outcomes



Helped me find the home I am living in now.

Helped me to get into my own place.

I was able to find my own home.



HOW WE SERVE

Institutional Diversion or Transition Services

Assisting or facilitating relocation from nursing homes to community-based living arrangements and preventing institutionalization or nursing home placement.

100% were satisfied with the institutional diversion or nursing home transition services they received

100% stated they gained knowledge, skill, and/or independence from the institutional diversion or nursing home transition services

100% indicated the service made a positive change in their life

Diversion or Transition Outcomes



Got me out of the nursing home and into my own home.

Gives me my independence.

Because it made it to where I could stay in my home with my family.

Due to the CDS program, I have gained independence.

My CDS program is very helpful and I am very thankful for it.

I am able to remain living independently in my own home. I have not been admitted to the hospital while on my CDS program.

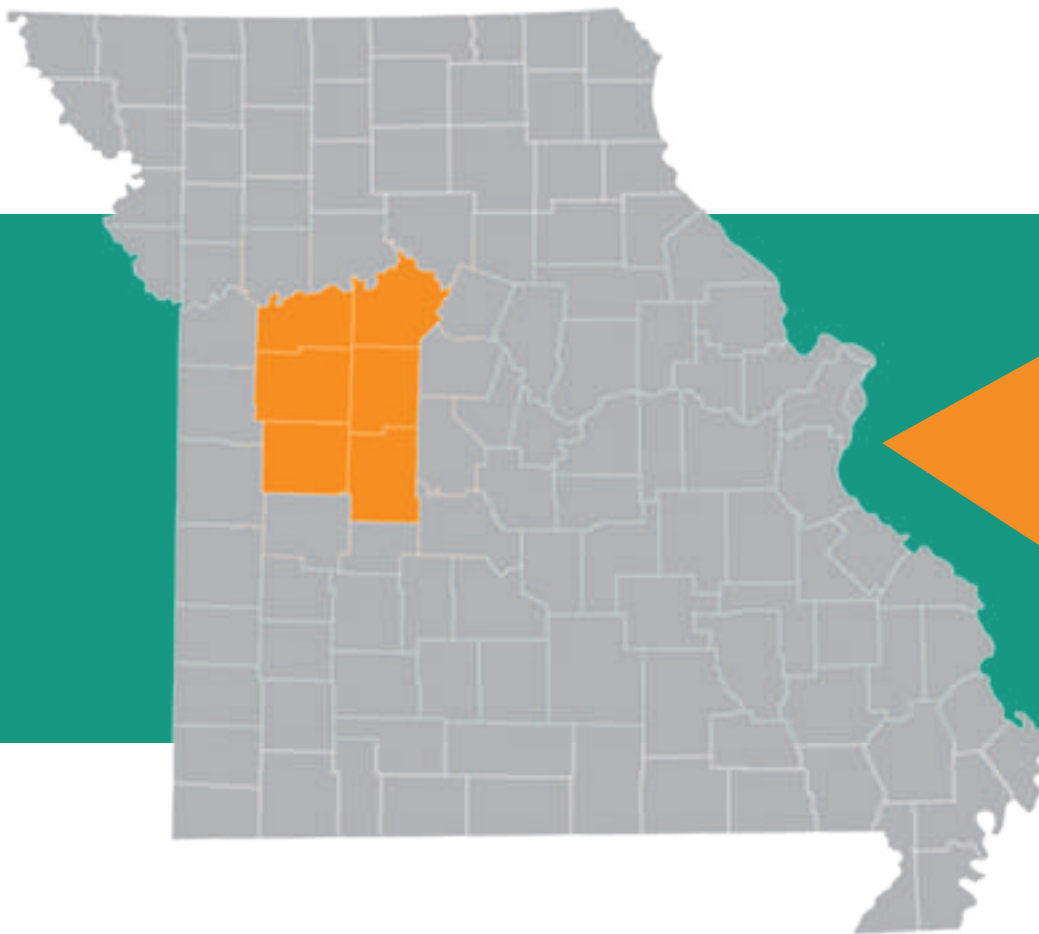
It allows me to live on my own.



Find

WHERE WE SERVE

WILS serves six Missouri counties: Benton, Henry Johnson, Lafayette, Pettis, and Saline from three office locations.



WARRENSBURG

612 N. Ridgeview Dr.
Warrensburg, MO 64093
W-ILS.ORG

WARSAW

1330 Commercial St.
Suite 100B
Warsaw, MO 65355

SEDALIA

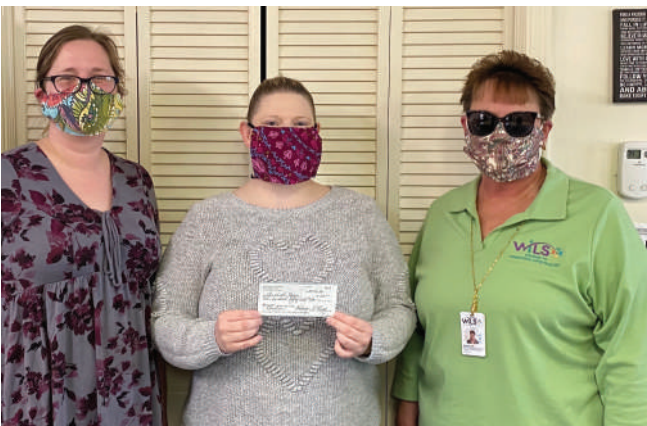
1800 W. Main St.
Sedalia, MO 65301
855-WILSWAY

Care



WHERE WE SERVE

WILS helped feed their community neighbors. A WILS employee team competition brought in over 1300 nonperishable food items that were distributed to food banks in Sedalia, Warsaw, Clinton, and Warrensburg. WILS staff volunteered to deliver food for Benton and Pettis county Senior Service Centers.



On Giving Tuesday, staff made financial or in-kind donations to non-profits, charities, and families in need. Yard work for others, sidewalk chalk notes of gratitude, and handwritten notes to alleviate isolation and loneliness were all ways WILS staff gave back to the individuals and communities we serve.



WILS hosted a training workshop on the new accessibility features of iOS 13 for visually impaired consumers. Training was offered on accessibility features of both iOS and Android mobile devices and showcased apps that make the devices more accessible.

Connect

WHERE WE SERVE

WILS Independent Living (IL) Mobile Text Messages campaign provides

disability awareness, useful information and links, assistive technology tips and tricks, and informs consumers about updates to activities and upcoming events.

WILS Connect Crates, like monthly subscription boxes, are WILS way of providing information, activities, and simple ways to relieve stress and anxiety that can lead to depression.

WILS Board and Administration places emphasis on cross-disability and the unserved/underserved populations. Critical thinking and discussions take place about how to reach the unserved or underserved to the rural and geographically isolated person with disabilities in WILS catchment area.



Give



WHERE WE SERVE

In the months of March, April, and May, during the COVID-19 lockdown, WILS saw a 22.4% increase in Consumer Emergency Assistance (CEA) requests. The annual CEA budget was quickly depleted due to individuals needing assistance with rent, utilities, and home safety. These individuals had already received funds from other agencies and turned to WILS for additional assistance.

Food insecurity became a major issue. WILS tried to collaborate with local food pantries to try and locate food but found many were running low and/or closed. WILS started a nutrition network, requested food donations, and began an online social media fundraiser to raise funds to purchase food for distribution. Individuals requested food, staff compiled food packages containing donated and purchased food, and delivered the items to the participant's doorstep. WILS staff knocked on the door, stepped back 6 feet, and waited for the participant to answer the door. This allowed staff to "put eyes on" the individual to ensure they were doing well. From March 16, 2020 to September 30, 2020, WILS delivered over 4,700 pounds of food to consumers.

WILS was also able to provide highly needed personal hygiene items, personal assistive aids, household cleaning supplies, and even toilet paper to individuals in need.

Team

WHY WE SUCCEEDED

WILS partnership with KMOS/PBS TV provided an opportunity for WILS to engage with consumers and the public.

WILS partnership with Trails Regional Library provides individuals with expanded access to IL Skills Training through the library's online remote classes and workshops. In addition, the library's new Hotspot Lending Program provides hotspots to agencies serving individuals with limited internet access in the hopes that the connection to internet will improve services and help introduce individuals to the concept of wireless internet through hotspots and how they work.

WILS partners with Missouri Rehabilitation Services for the Blind (MO RSB) to provide a Low Vision Resource Center which provides individuals age 55 and over with low vision aids through MO RSB's loan program.



Collab

WHY WE SUCCEEDED

WILS is an approved Missouri Telecommunication Access Program (TAP) agency. WILS TAP certified staff assists qualifying individuals who have problems receiving phone calls, or sending texts, or emails because of a disability to obtain equipment through the Missouri Telecommunications Access Program.

WILS has a collaborative partnership with the Manna Harvest, Jeremiah 29:11 project, a warehouse redistribution program designed to provide goods to local nonprofits. This partnership provided WILS with an opportunity to expand sourcing and distributing a wide variety of items to people in need, including but not limited to personal hygiene items, clothing, household goods, and small appliances. WILS distribution of items exceeded \$12,000.00 within the last year.

WILS collaborates with Mo Rural Health Tran, a public transportation partnership. The partnership addresses rural transportation limitations and barriers by providing increased transportation options to the very rural communities in Benton and Henry counties.





WHAT WE DO

Emergency Assistance Services

Assisting consumers with securing financial aid and/or human assistance during an emergency or crisis.

95.5% were satisfied with the emergency assistance services they received

90.9% stated they gained knowledge, skill, and/or independence from the emergency assistance they received

90.9% indicated the service made a positive change in their life

Emergency Assistance Outcomes



With the pandemic, I run really low on food and WILS helped me with some food.

Gives an understanding and knowledge of what to do in emergency situations.

This service helped me mentally and made me feel like someone cared.



Assist

WHAT WE DO

Transportation Services

Provision of, or arrangements for, transportation.

91.3% were satisfied with transportation services they received

82.6% stated they gained knowledge, skill, and/or independence from transportation services

95.6% indicated the service made a positive change in their life

Transportation Outcomes

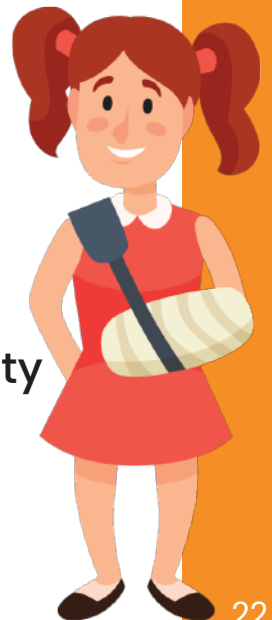


There are not much options for transportation in this town. I am able to get out of the house.

It has helped me to get to my doctor appointments, some that I probably would have missed because I would not have been able to afford it.

This service lets me get out of the house and the opportunity for interactions and completing needs outside the home.

Helps me to get my groceries.



Choice

WHAT WE DO

Personal Assistance Services

Assistance with activities of daily living such as bathing, toileting, meal prep, transportation for medical visits, household shopping, housekeeping, and medication setup.

95.9% were satisfied with the personal assistance services they received

86.2% stated they gained knowledge, skill, and/or independence from the personal assistance services they received

93.8% indicated the service made a positive change in their life





Control

PERSONAL ASSISTANCE OUTCOMES



Makes me feel more secure.

I'm not depressed and my house is clean.

Allows me to do things that are hard for me to do since I am blind.

I need all the help I can get. She's always here when I need her.

My attendant makes sure I have clean linens, clean living area. Also, this service keeps me living independently. I don't know what I would do without this service.

If it wasn't for my attendant, I would be in a nursing home.

I have learned to interview and ask more questions before hiring attendant. They help me to remain in my home.

Couldn't live on my own if I didn't have this service.

Do things I am unable to do for myself. Help me remain living independently in my home.

I don't think I could have done it without having the service; it is life changing.



Change

WHAT WE DO

Adaptive Equipment/Assistive Technology (AT) Services

Any AT device, any item, piece of equipment, or product that is used to increase, maintain, or improve functional capabilities of individuals with disabilities and any AT service that assists the individual in the selection, acquisition, or use of an AT device.

82.7% were satisfied with the AT services they received

86.2% stated they gained knowledge, skill, and/or independence from the AT services they received

93.1% indicated the service made a positive change in their life

Adaptive Equipment/AT Outcomes



The grab bars help me with personal care in the bathroom.

I received a walker and this helps me get from one room to another on my own.

Gives me a sense of responsibility and care of the equipment, as well as improving my daily activity.

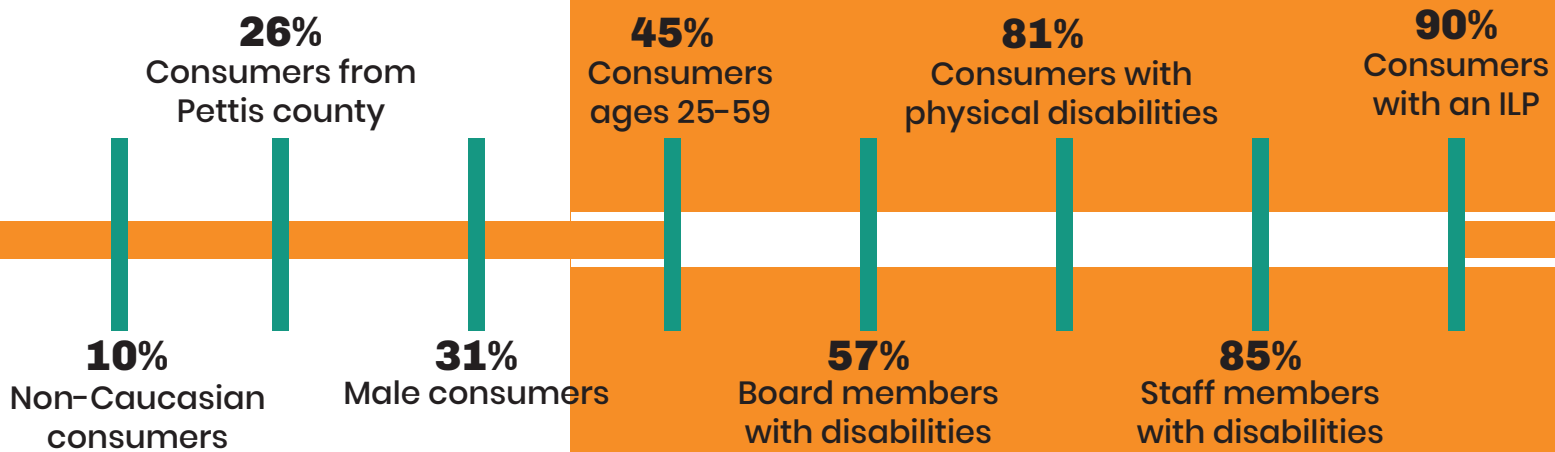
Allowed me to do more things myself.



Service

OUR 2020

WILS staff, consumer, and board member stats.



100% AMAZING





OUR 2020

WILS made numerous contributions towards strengthening the delivery of the Five Core Services, Independent Living Philosophy, and commitment to improving the lives of individuals with disabilities by working with consumers independently and with others in a variety of settings.

Provided IL Skills Training and employment readiness instruction to high school students with disabilities.

Worked with consumers independently to determine the best possible solutions in providing instruction on problem-solving and decision-making processes in a variety of settings and formats that adhered to social distancing protocols.

Collaborated with schools and community-based organizations who have established activities and services.

Following CDC COVID-19 guidelines and precautions, WILS continued to provide transportation to consumers. WILS drivers also made porch drops of food packets, personal protective items, cleaning supplies, and assistive technology.

WILS branch office in Benton County moved to a new location in Warsaw with a pharmacy and home medical supply business in the same building complex. This move provides consumers with improved access to WILS services.

Review

OUR 2020 Fiscal Review

Revenue by Amount \$8,287,162.88

In-Kind	\$800.00
Donations	\$2,441.22
Program Fees	\$9,606.90
Other Income	\$12,804.63
Gain on Investments	\$44,520.70
Interest & Dividends	\$59,691.34
Other Grants	\$240,687.23
Cares/Gov't Grants	\$522,074.44
Medicaid Fees for Service	\$7,394,536.42

Management & Operations \$625,808.84
7.6%

Expenses by Amount \$8,225,594.52

\$7,599,785.68 Program
92.4%



0 2,500,000 5,000,000 7,500,000



Advocacy

Your voice. Your vote. Your time. Your support. These are all ways that you can influence equal access to independent living. Missourians with disabilities want to remain independent in their own homes and our state lawmakers need to prioritize this funding. Let them know how you feel! You can send a short note to your representatives today to let them know what issues are important.

Follow

THEWILSWAY on social media. If you appreciate our content or think it could be of value to your friends, please like and share it. You can also subscribe to The WILS Way newsletter.

Donate

You can donate online at any time. We can promise that your contribution will directly impact the lives of individuals with disabilities within our communities.

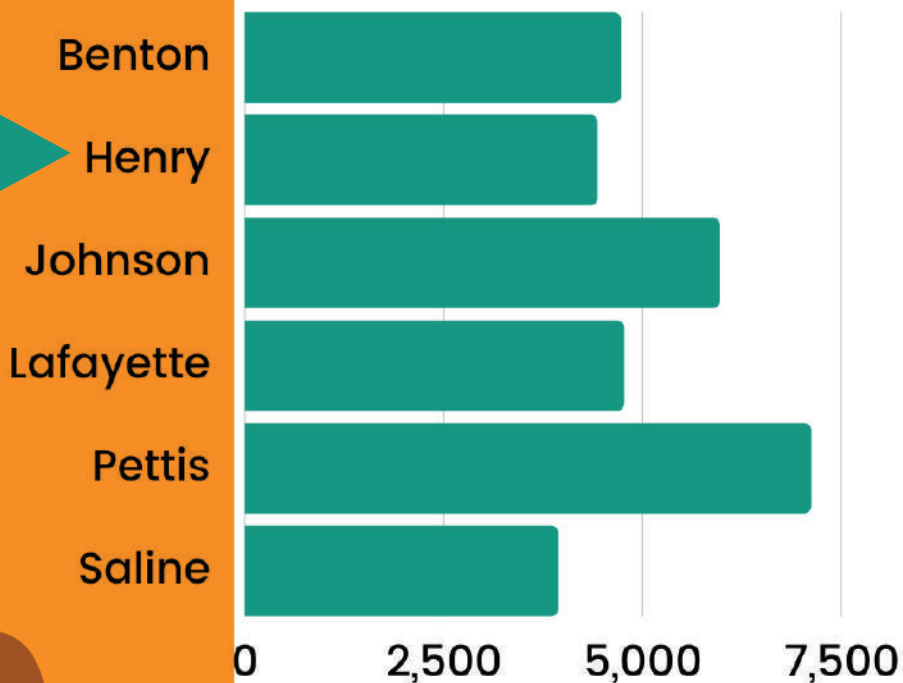
Share

Work on your WILS elevator speech and share it with everyone! We are happy to follow up with a presentation about WILS programs and services for any organization.

Impact

MOVING Forward

With advocates like you alongside us, we can make an impact on individuals with disabilities in the communities we serve.



30,478

Non-institutionalized individuals with disabilities could be potential WILS consumers.



Your WILS

Solutions for Independent Living Since 1997

2020

