

ANNUAL

2022

REPORT

OCT 2021 – SEPT 2022

WHERE THERE'S A WILS

W-ILS.org

THERE'S A WAY.





MESSAGE FROM WILS

During 2020, our worlds were turned upside down. In 2021, we all worked together to navigate a new normal.

In 2022, we started to feel like we'd finally arrived only to discover that it felt a lot like right back where we started – home.

Through it all, we learned what really matters: the ability to feel safe and to feel connected.

Choice, control, and change over how we live at home, in the community, and the support we receive through it all is what can get us all through life's challenges and allow us to celebrate life's joys together.

Deb Hobson
Executive Director



ANNUAL REPORT

Table of Contents



01

Our Name

02

Our Foundation

- Advocacy
- IL Skills
- Info & Referrals
- Peer Support
- Transitions

03

Our Family

- AT
- Benefits Counseling
- CDS
- Ramps
- Transportation

04

Our Home

- Celebrations
- Finances
- IT Help Desk
- Training & Recognitions
- WILS Staff & Board

05

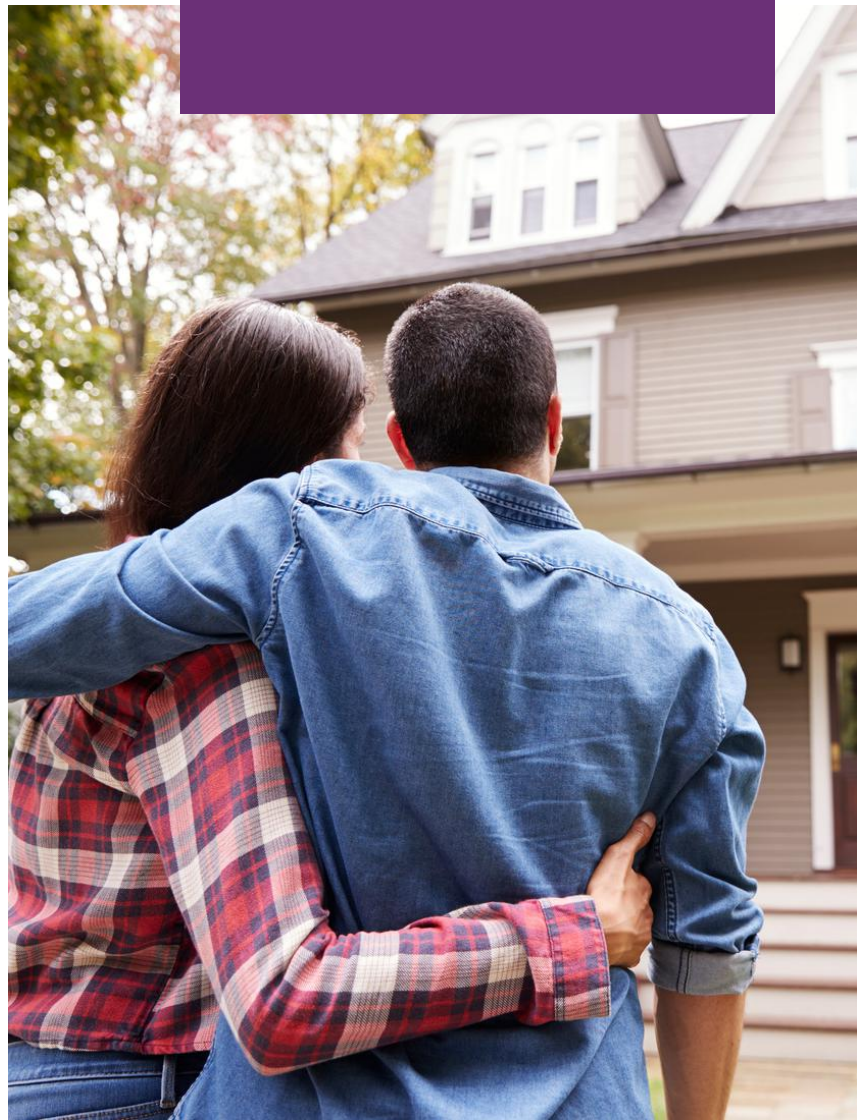
Our Neighborhood

- Community Events
- In the News
- Partnerships
- Volunteers
- WILS Sponsorships

06

Our Goals

OCT 2021 – SEPT 2022





What's a WILS?

In 1997, West-Central Independent Living Solutions (WILS) became one of the now 22 Missouri Centers for Independent Living. Centers for Independent Living (CIL) are authorized and funded under the Rehabilitation Act 1992 amendments. CILs provide programs, resources, and services for individuals with disabilities so they can remain or become independent within their community.

Mission

WILS works to empower people with disabilities to achieve and maintain their independence.

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

Vision

We envision a community where all individuals can participate fully, unencumbered by physical or attitudinal barriers.



Solutions for Independent Living Since 1997

OUR FOUNDATION



- Advocacy
- IL Skills
- Info & Referrals
- Peer Support
- Transitions

513

Consumers requested and received advocacy services.



Advocacy

Consumers, attendants, board members, staff, and supporters wrote letters to state representatives to let them know what CILs and the CDS program means to them. WILS staff advocated at the state Capitol.



STAND UP & SHINE




95%

Satisfied with the services.



Wally's Caregiver Story

My name is Wally and I am a Personal Care Attendant for Wesley, a person with significant disability. I assist him daily with activities of daily living such as preparing meals, personal hygiene, bathing, and getting dressed. Without Consumer Directed Services, Wesley would not be able to live at home. I enjoy my job, but I do not feel that the wage I am paid is adequate for the services I provide. I quit a job making \$13.50 an hour to care for Wesley. It is crucial that the provider rate increases so attendants like myself can be paid a living wage. – Wally



Wesley's CDS Advocacy Story

My name is Wesley and I live in Henry County, MO. I use Consumer Directed Services with WILS to live at home with my brother who is my caregiver. He quit his job so he could take care of me. I was in a nursing home for 9 months. If it wasn't for him & WILS, I would still be there. Please increase the provider rate so that I can continue to receive CDS in my home and pay caregivers a living wage. – Wesley





.....
1802

Consumers requested and received
Information & Referral services.



Info & Referrals

WILS Information and Referral service is essential to providing knowledge. Once the need is defined, we endeavor to provide complete and accurate information about the inquirer's options. To provide effective and efficient services, we maintain collaborative partnerships with other community, human service organizations that can enhance delivery of services to consumers. If WILS organization does not have the capacity to provide the requested service, we refer the consumer to an agency that does.

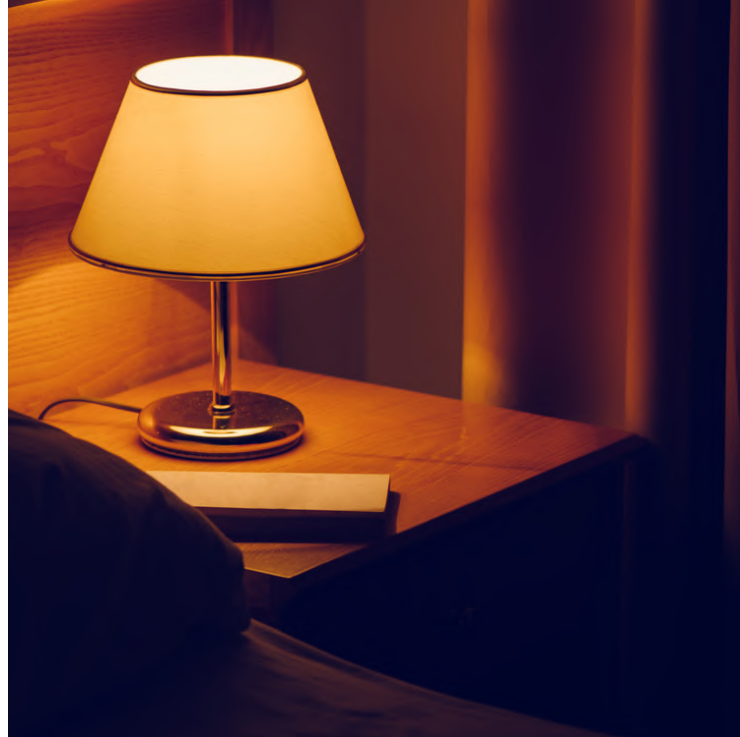


97%

Satisfied with the services.

Demetrius's Success Story

On October 17th, 2021, Demetrius was hospitalized from injuries caused by his bathroom ceiling collapsing on him while he was in the room. While recovering in the hospital, city officials condemned the home and gave him 4 hours to get his belongings out of the house. Demetrius had some money saved but not enough to rent a new place. On October 18th, after exhausting other avenues for financial assistance, he turned to WILS. Independent Living Specialist, Shawn, provided Demetrius with a Consumer Emergency Assistance (CEA) application. On October 20th, after being released from the hospital, Demetrius turned in his CEA application at the WILS Sedalia office. While there, Demetrius's was given contact information for legal aid to help him with getting his property from the condemned house. Later that day, WILS issued a \$500 security deposit check to Demetrius' new landlord. Demetrius stated he was thankful to WILS for the financial assistance which allowed him to move into his new home, and that the best decision he has made so far was being a WILS consumer.



Dixie's Home Story

Dixie moved into her new apartment with her son and her fiancé, Earl. Dixie stated she would like some items to make her apartment "more like a home" and help make the room usable with items that have surface space. She wanted to find a coffee table, two end tables, and two lamps for the living room area so they can have somewhere to store and sit items. Dixie said, "I want to have something other than boxes to put our stuff in and be able to organize things better." WILS was able to locate and deliver donated furniture through the Jeremiah 29:11 program. "All of the items are great and I am thankful to have some other surfaces to store items, instead of things just staying boxed up," Dixie said.





315

Consumers requested and received IL Skills services.



95%

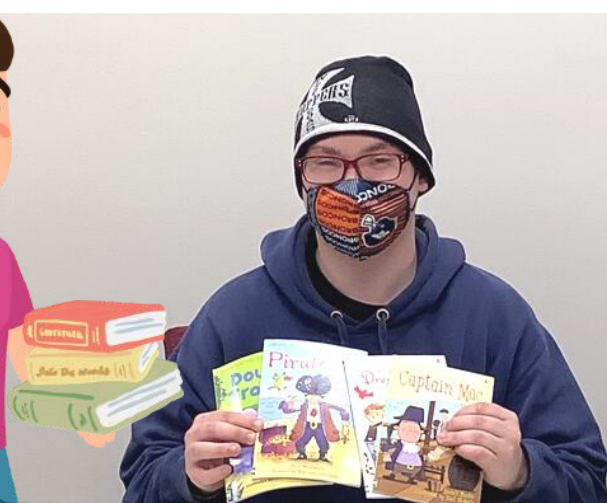
Satisfied with the services.

Alayna's IL Story

Alayna worked on communication skills with WILS IL Coordinator in the Warrensburg office. Together, they worked on appropriate small talk, question and answer prompts. Now, Alayna's ready to put her improved communication skills to work as she confidently and professionally interacts with her clients.

Victor's IL Story

Victor worked on reading with WILS IL Coordinator in the Warrensburg office. Together, they read through the first book. It was a struggle at first, but by the second time through, he was already improving. Victor has autism, but it's not holding him back from reaching his IL goals!



405

Consumers requested and received Peer Support services.



Peer Support

WILS Peer Support groups were hard at work making a difference this year. They made bath bombs and stress balls to share with nurses at local clinics in their counties. They also enjoyed making candles for realtors, painting in the park, fishing, making boredom books for nursing homes, playing games, and more.



94%

Satisfied with the services.



27

Consumers requested and received Transition services.

Youth Transitions

Empowerment Scholarship winner, Eli, graduated from Windsor High School and is pursuing further education at UCM. Eli said, "I am so honored to be chosen for this scholarship. As a person who stutters, I am excited to be able to advocate for others. This is a journey of self-improvement, not of being dependent on others for help."

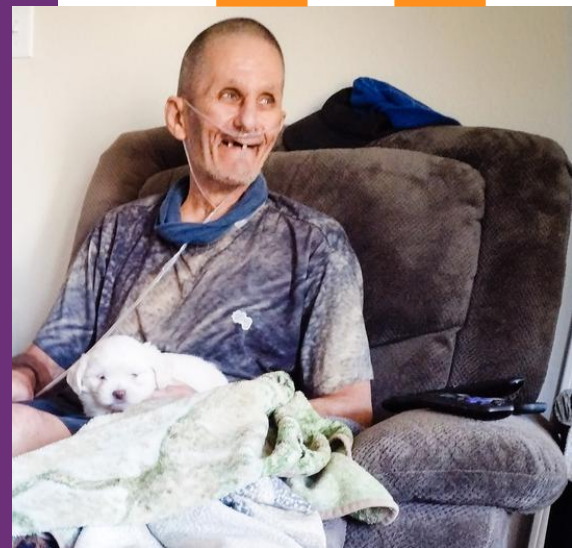


100%

Satisfied with the services.

Community Transitions

"I wanted to thank the WILS team for making my move to my new apartment such an easy experience. Being on oxygen isn't very easy. Having to ask for so much help is not something I like to do. With your team helping me and not being judgmental of me is a very nice thing that you and the WILS team are doing helping people like you do. So thank you very much for everything that you folks have done for me." - Rodger, a WILS Show-Me Home participant





Solutions for Independent Living Since 1997

OUR FAMILY



- AT
- Benefits Counseling
- CDS
- Ramps
- Transportation



MO AT Demo Center



WILS Missouri Assistive Technology Demonstration Center is 459 square-foot renovation project made possible by UMKC No Wrong Door and Missouri Assistive Technology. It features a wide variety of mobility, vision, and hearing assistive technology. A big thank you to Sedalia Area Chamber of Commerce, New York Deli, and Broadway Carry-out Cuisine for making our ribbon cutting day a success. Come see, try, and learn how assistive technology can benefit you!





Laurie's AT Story

Laurie contacted WILS about getting a rollator from WILS Assistive Technology department. Laurie stated that she had a prescription from the Doctor already to get the rollator, and that she had checked with three other resources with no luck. Laurie filled out the AT application and returned it to WILS. Samantha, WILS IL Coordinator, was notified and was able to secure a rollator for Laurie Green via the HCC warehouse. Laurie said, "I am very happy with my rollator."



Connie's AT Story

Connie's husband, Charles, visited the WILS office in Warrensburg, to see if WILS could assist his wife with obtaining a stool riser. Charles stated he had medical power of attorney for his wife Connie and she was unable to come in herself due to her limited mobility after her recent knee surgery. He stated having a stool riser to help her get off of the toilet by herself would make her life easier. An Independent Living Plan was established indicating Connie's goal to obtain a stool riser to help her use the bathroom by herself. Charles was given the toilet riser to take home to his wife, Connie, which was obtained from the Jeremiah 29:11 room. Charles said that the riser he got for his wife from the Jeremiah program was working great. Connie said, "I am now able to have my privacy back when using the bathroom."



Timothy's Ramp Story

In the summer of 2021, Timothy had to have his leg amputated due to infections following knee surgeries. After returning home from a nursing facility, he required assistance from neighbors and friends to get him out of the home safely due to him not having a wheelchair ramp. His friends and neighbors would physically lift Timothy and safely place him into a vehicle. At this point, he was only leaving his house for doctors appointments because this was such a difficult task. This was a very depressing time for Timothy and everyone was thankful that there was not an emergency during the time it was impossible for him to leave home without assistance. Since having a ramp, Timothy can go to his favorite restaurant and have his favorite Chinese food. He said, "I am so independent with getting into vehicles and can go enjoy my community to my fullest capabilities due to my new ramp."



153

Consumers requested & received Home Mod or AT services.

Independence Stories

Joy, Teresa, and Ellen each entered WILS Ramp Up Your Independence drawing, an initiative to promote how assistive technology can increase an individual's independence. Thanks in part to a Disability Vaccine Access Opportunities (DVAO) grant, each drawing winner could choose assistive technology, with a value up to \$5,000, which could assist them with mobility and daily living tasks.



Lucas's Success Story

Lucas, a WILS consumer says, "I have a mind and I have a body but because I am a C5 quadriplegic they don't exactly get along. The things my mind wants to do like see friends, work, have a family, be an active part of my community, you know live the "American Dream" are all greatly inhibited by my body. To be part of any of what's listed above my body needs help- human help. Help that I, like many, can't afford on my own. Help that only WILS can provide. Through WILS, I'm able to get the help of an aide to dress, clean, and care for myself in MY HOME, not a state funded home, mine! The taxpayer savings on that alone is worth defending WILS, but for a personal defense of it, I'd like to tell you what else I can do because of WILS. I am able to be a local elected official, a partner, an artist, an event organizer, and a person who can give my all to lift those around me. So, thank you WILS for the help to allow me to be the person I am today."



Suzan's TAP Story

Suzan sometimes has a hard time seeing the buttons on her telephone, so she was relieved to know there were TAP phone options that had talking numbers and caller ID. Suzan tried the Panasonic 450 and was blown away at being able to hear without strain and without concern of misinterpreting the conversation. Suzan was so relieved to not worry about her phone communications anymore.

Transportation

Samantha, Executive Director of United Way of Pettis County, reached out to local agencies on a Friday afternoon requesting help for Rosie who was residing in Sedalia, but relocating to the La Monte Senior Housing. Her landlord had given her a deadline of the next day to have all her belongings removed from the premises. Thankfully, WILS transportation team was willing and able to assist.

Making Memories

WILS Transportation had the opportunity to give a ride to a Special Olympics athlete and his number one fan, his grandma Jeanette! Christian, AKA "Junie", had an amazing day competing with his fellow athletes and his cheering section couldn't have been prouder.



Consumers requested and received Transportation services.

All In

WILS Warrensburg office was called on to send our accessible vehicles and transportation drivers to be on standby at WMMC as people were evacuated due to a threat. Thankfully, all was well! We appreciate the quick response of the community to ensure the safety of all.





Alisha's Story

Alisha is a 32 year old consumer living in Sedalia. Alisha was diagnosed with terminal metastatic breast cancer. She has many appointments in Kansas with her oncologist and two weeks out of the month she must drive to Kansas daily for radiation treatments. Due to rising fuel costs, Alisha spent more money out of her budget to pay for her trips to Kansas therefore making it impossible for her to pay her rent to her landlord. She was not eligible for Cancer Perks assistance. Alisha contacted WILS and completed an application for Consumer Emergency Assistance to pay past due rent that had accrued. Alisha also created an Independent Living Plan goal to obtain assistance. She enrolled in WILS FAR transportation program to help with future travel costs.

"I appreciate this and it (CEA of \$500) has helped me so much to have assistance with my rent."
- Alisha

Alisha's landlord was very happy and expressed, "It is great to see WILS helping Alisha because she has been through a lot lately."



Goals Achieved

49

Self-Advocacy

8

Communication

85

Mobility or
Transportation

557

Community-Based
Living

5

Educational or
Vocational

58

Self-Care

38

Personal
Resource
Management

22

Community or
Social
Participation





OUR HOME



- Celebrations
- Finances
- IT Help Desk
- Training & Recognitions
- WILS Staff & Board

Celebrations ●●●●●

Success is the sum of small efforts, repeated day-in and day-out. The Board of Directors, WILS staff, community partners, and supporters all joined together in celebrating over 9,125 days of efforts, successes, and achievements through the years. Awards and proclamations were on display as we all walked down memory lane.



Proclamations

The cities of Sedalia, Warsaw, and Warrensburg issued proclamations celebrating WILS 25th Anniversary. They applauded the history, goals, and accomplishments through WILS 25 years of service. None of this would be possible without YOU. Thank you for being a part of our story! Together we will continue to work towards independence, accessibility, and inclusion.



PERCENTAGE OF PASS THRU FUNDS

Amount of other government funds that are subsequently passed on to consumers, e.g., personal assistance services, representative payee funds, or Medicaid funds

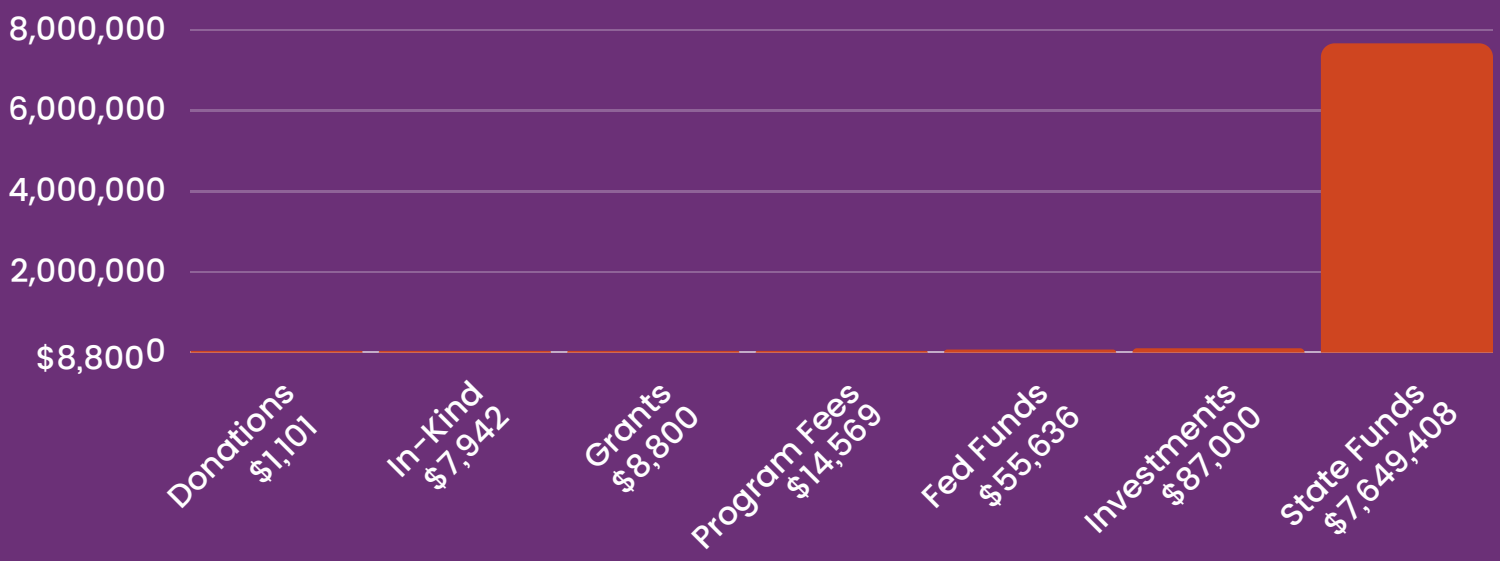
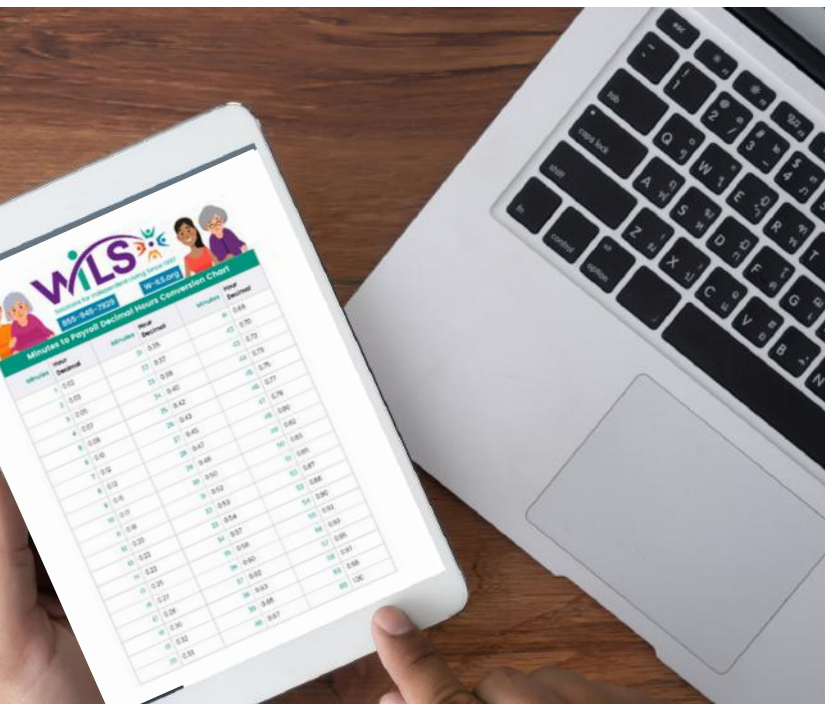


TOTAL INCOME

\$7,824,456

NET OPERATING RESOURCES

\$1,933,738





2008

Work Order Tickets Completed

Help! IT Desk



Our day-to-day operations would not be possible without the support of the IT staff. To address digital security threats and improve business and operational resilience, WILS turns towards our IT team.

They provide ongoing training, troubleshooting, and problem solving. From installing new security software to helping forgetful employees recover lost passwords, IT keeps us moving forward.

247

KnowBe4 Security Modules
were assigned.



IL Summit

Fifteen members of the WILS Team attended the Missouri Centers for Independent Living (MOCIL) IL Summit. They came back stronger than ever! Breakout Sessions included: A History of Independent Living, The CARF Process, Legislative Advocacy, Grant Writing, Missouri Medicaid for the Aging & Disabled, Aging in Place, Barriers to Value Based Living, ADA Basics, Missouri Statewide Independent Living Council Surveys, Universal Design, Opportunities in Employment, and Collaboration & Networking

MOCIL Recognitions

The WILS admin staff did a great job connecting with other centers, learning, and sharing information. Congrats to Kathy, Deb, and Amy for the MOCIL recognitions they received for their efforts this past year. Teamwork makes the dream work!



Staff Training

WILS provides trainings that assist staff with career development. This past year, staff participated in a total of 345 hours of training. Trainings included: sexual harassment and drug awareness, data integrity and documentation, home visit safety, valuing differences, and true colors emotional intelligence. Additionally, the Employee Assistance Program (EAP) online training center provides employees access to thousands of trainings, employee coaching, and skill building resources.





WILS Staff & Board



W-ILS.org

info@w-ils.org

855-945-7929



Solutions for Independent Living Since 1997

OUR NEIGHBORHOOD



- Community Events
- In the News
- Partnerships
- Volunteers
- WILS Sponsorships



Community Care Events

WILS hosted community care days in our six-county service area. Thanks in part to Jeremiah 29:11 and a collaborative partnership with Able SC DVAO grant funding, we were able to give participants free bags of hygiene and cleaning items.



Partner Events

- Lunch & Learns
- KMOS Telethon
- Holiday Parties
- The WILS Way Meetings
- Project Connects
- Connect for Effect
- Job & Resource Fairs
- Better Together Block Party

Red Carpet Event

WILS consumers were able to call and request an 8x10 rug free of charge, thanks in part to Jeremiah 29:11.

WILS Transportation drivers delivered them to homes.



In the News

KMOS

KMOS PBS
Program Named
as Award
Finalist

Callihan

Callihan
Appointed
Director of
Disability
Support
Services

Habitat

Habitat for
Humanity
Partners with
WILS

KMOS

KMOS Honored
for community
programming

Governor

Governor
Parson's FY2023
budget must
include
additional
funding for
Consumer
Directed
Services

MOCIL

MOCIL Launches
a Website that
Cares

WILS

WILS Awards
\$500
Scholarship to
High School
Senior

WILS

WILS Opens New
Tech Demo
Center

WILS

WILS Celebrates
25 Years

Warrensburg

Warrensburg
community steps
up amid scare at
hospital - WILS role
in the WMMC
emergency
response (also on
local NBC news)



Callihan joins WILS as director of disability support services



By Sara Lawson
sara@warrensburgstarjournal.com

WARRENSBURG — Bradley Callihan has joined West-Central Independent Living Solutions as the director of disability support services.

said.

Callihan is in charge of the independent living program and benefit administration, as well as the case managers for clients.

"We have a great team that helps out," Callihan said. Callihan said his interest in working with people with disabilities began from personal experience taking care of his father, who was considered medically fragile.

help people or at least guide people in the right way, it was a great environment to get to be," Callihan said. "That first step with my father years ago, but I guess it opened a different environment for me. In any way, I could actually provide that a person might not get." Callihan previously served in the U.S. Navy. "I actually was honorably, locally discharged," Callihan

Warrensburg community steps up amid scare at hospital



WILS and Habitat build accessibility for Marshall couple

By Abram Tabor
news@sedalademocrat.com

have brought Carroll to and from the doctor and the hospital. The steps

gurneys.

"Many people in WILS six-county service area.

WILS opens new tech demo center

By Faith Bemiss
fbemiss@sedalademocrat.com

A ribbon-cutting on Wednesday hosted by the Sedalia Area Chamber of Commerce celebrated the expansion of the Sedalia



WILS celebrates 25 years

By Meliyah Venerable
meliyah@warrensburgstarjournal.com

WARRENSBURG — West-Central Independent Living Services (WILS) is celebrating its 25th anniversary this year.

WILS is a resource center for independent living serving residents in Benton, Henry, Johnson, Lafayette, Pettis and Saline counties. Of

"WILS is one of Missouri's 22 centers for independent living. We provide support to people with disabilities through programs and services," Director of Strategy and Communications for WILS Amy Jenkins said. "So all of Missouri's 22 centers for independent living provide five core services of advocacy, information and referrals, independent living skills, transition

Living Solutions. WILS changed its name to West-Central Independent Living Services and began serving more than just Warrensburg. The organization began to cover all six counties it covers now.

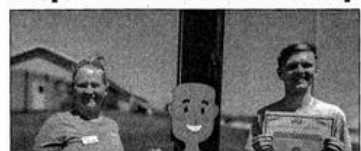
Now WILS provides accessible transportation for those with disabilities to virtually anywhere they would need to go.

"We provide accessible trans-

meliyah@warrensburgstarjournal.com

WARRENSBURG publican Women monthly meeting Secretary of State Ashcroft has current term will be extended the Missouri. He then courses at Saint teaching, he decided from St. Louis I worked at a legal his current position

Taulman receives WILS Empowerment Scholarship



KMOS-TV HONORED FOR COMMUNITY PROGRAMMING

Featured people living with disabilities in central Missouri

January 26, 2022 - KMOS-TV received two awards in recognition of excellence in content and for marketing of "The Story of Us: A KMOS American Portrait Special." Presented in a virtual ceremony on January 25 by the National Educational Telecommunications Association (NETA), these awards celebrate stations' work in education, community engagement, marketing/communications and content.

Work on this program began with a grant from PBS to participate in the national American Portrait project, facilitating work with local community partners and audiences to develop a localized companion program for the national series. The focus of the local program was to highlight and tell the stories of individuals in our



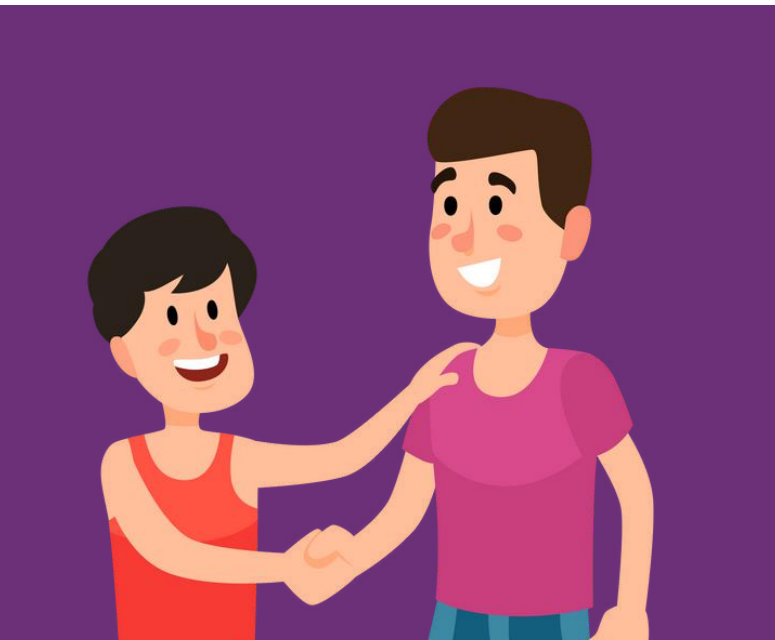
Volunteers

- WILS volunteer Board of Directors donated 117.5 hours of time to provide leadership and oversight so the organization can reach its goals and achieve its mission.
- Lead ramp volunteer, Scott, along with the First United Methodist Church volunteers Bill, Doug, Charles, John, Dale, Coleen, and Carol contributed 237.5 hours to construct ADA ramps.
- Robbin donated 61 hours of her time to provide catering services to the organization.
- Research volunteer, Bryan, donated 11.75 hours to assist with researching legislative issues and topics of interest.
- Transportation volunteer, Jeff, donated 79 hours of his time to assist with connecting WILS consumers to medical appointments, essential shopping, and UCM THRIVE students to their internships and employment.



506

Volunteer hours donated



Sponsorships

- 30 Thanksgiving Baskets
- 3 Holiday Parties
- IL Summit Silent Auction Baskets
- Summer Institute on Distance Learning and Instructional Technology Conference
- 7 Community Movie Nights
- Outdoors Without Limits
- Cancer Perks Rock the Runway Event





OUR GOALS



- Include You
- Serve & Support You
- Dream Bigger with You

WHERE THERE'S A WILS

W-ILS.org

THERE'S A WAY.



Chat

Don't be silent. Let the people in your life know what issues are important to you. Your voice can influence equal access to independent living. Share content from THEWILSWAY social media accounts. Send a note to your local representatives. Tell coworkers or clients about WILS.



Hang Out

Volunteers multiply our efforts in a way that cannot truly be measured. It is because of supporters like you that WILS is able to expand our reach.

Share

Every time state funding is cut, our dollars are spread thinner. Your financial contributions allow us to continue to offer quality programs and services in our communities.



22

Where we serve

WILS has three office locations supporting the six counties we serve.

- Benton
- Henry
- Johnson
- Lafayette
- Pettis
- Saline

Where to find us

Warrensburg

612 N. Ridgeview
Warrensburg, MO 64093

Warsaw

1330 Commercial St.
Suite 100B
Warsaw, MO 65355

Sedalia

1800 W. Main St.
Sedalia, MO 65301



DREAM BIGGER



20
23



Community Activities

223 hrs – Access to Public Benefits

WILS staff equipped 779 individuals to advocate on disability related topics and legislative issues that would affect people with disabilities. 500 Advocacy packets mailed to consumers, care givers, stakeholders, and other interested parties. Social media posts targeting Advocacy goals and objectives reached 2,897 people and engaged 337 of those individuals.



638 hrs – Community Outreach

WILS engaged with over 4500 individuals from over 60 human services & faith-based organizations, government agencies and community partners who are committed to working to support ALL individuals. WILS worked with 33 community partners on specific strategies, initiatives and projects that engaged people with disabilities in their communities, and/or, promoted change at the local level to advance tangible and sustainable inclusion of people with disabilities.

419 hrs – Access to Assistive Tech

Staff received over 30 hours of training in furthering their knowledge about all kinds of assistive technology.

WILS staff provided over 300 hours of assisting consumers with seeing, learning and trying assistive technology so they could make an informed decision about which assistive technology would meet their needs. A total of 236 new and used assistive technology devices/equipment was donated to consumers, at no cost to the consumer. 18 devices were loaned to consumers on a short-term basis.

WILS provided over 18 virtual and in-person opportunities for consumers to learn about assistive technology they may use in their daily lives to maintain or increase their independence.

MOCIL Collaborative grant writing team spent over 30 hours cultivating a concept and grant application that could assist consumers with getting needed assistive technology.

Community Activities

193 hrs - Community Inclusion

WILS received and entered 569 Community Needs Assessments into the MOSILC Survey Monkey website. WILS board and staff participated in 31 hours of training about diversity and community inclusion. Social media posts targeting Disability Awareness, ADA, and Disability Rights reached 7,618 people and engaged 597 of those individuals.



15k hrs - Living Independently at Home

397 hrs - Community Education

WILS engagement with social media audiences reached over 200,000 individuals.

Outreach targeted posts reached 65,018 and engaged 5,937 of those individuals. Civic/Community Engagement targeted posts reached 15,225 people and engaged 1,179 of those individuals. Centers for Independent Living targeted posts reached 7,191 people and engaged 781 of those individuals.

Universal Design/Housing targeted posts reached 1,252 people and engaged 130 of those individuals.

Staff hours to assist consumers with achieving independent living goals included:

- Staff interacted 336 times with consumers and spent 453 hours providing Home Modification & Shelter Services.
- Staff interacted 3,061 times with consumers and spent 1,650 hours providing information and referral services.
- Staff interacted 21,620 times with consumers and spent 9,602 hours providing Personal Assistance Services
- Staff interacted 3,061 times with consumers and spent 1,650 hours providing Information & Referral Services
- Staff interacted 983 times with consumers and spent 421 hours providing IL & Life Skills Training.
- Staff interacted 1,397 times with consumers and spent 850 hours providing Peer Services
- Staff interacted 371 times with consumers and spent 125 hours providing Assistive Devices/Equipment Services
- Staff interacted 1,708 times with consumers and spent 478 hours providing Transportation services
- Staff interacted 828 times with consumers and spent 223 hours providing Advocacy/Legal Services
- Staff spent 279 hours providing Benefits Counseling Services
- Staff interacted 249 times with consumers and spent 279 hours providing Benefits Counseling services