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ANNUAL REPORT



Oct 1, 2023 -Sept 30, 2024

Get to Know Us



At WILS, we're all about empowering people with disabilities to live life on their own terms. From offering transportation and assistive technology to providing advocacy and peer support, we're here to help individuals thrive in their communities. Serving mostly rural areas, we focus on breaking down barriers and creating opportunities so everyone can stay independent and fully enjoy life.

In 1997, West-Central Independent Living Solutions (WILS) became one of the now 21 Missouri Centers for Independent Living. Centers for Independent Living (CILs) are authorized and funded under the Rehabilitation Act Amendments of 1992. CILs provide programs, resources, and services for individuals with disabilities so they can remain or become independent within their community.

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

Mission

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

Vision

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



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2024 Advocacy

Engage in your community. Communicate to access the benefits and resources you need.

238

Consumers received Advocacy services

93%

Satisfied with services



CHANGING THE NARRATIVE

OUR VOICES MATTER

During the reporting year, WILS made significant strides in promoting self-help and self-advocacy among individuals with significant disabilities by upholding a consumer-driven service model. This model places a strong emphasis on collaboration, consumer choice, and control, with staff working closely with consumers to educate them about their rights and available options.

By framing self-help and selfadvocacy as essential tools, WILS empowered consumers to take charge of their lives and play a central role in shaping their Independent Living Plans (ILPs). Importantly, WILS respects consumer autonomy by allowing them to opt out of ILP development if they choose, reinforcing their ability to assert control over their personal goals and services.

Making a Difference

Throughout the year, WILS also actively promoted various government and community assistance programs, such as the Missouri Property Tax Credit program, CLAIM benefits counseling, Food for Seniors Commodity Supplemental Food Program, and Low Income Home **Energy Assistance Program** (LIHEAP). By advocating for access to these resources, WILS addressed a wide range of consumer needs, ensuring that individuals with disabilities were supported in their pursuit of independence.

Standing Strong

WILS HCBS Payroll Technical Specialist demonstrated WILS' advocacy in action. When a consumer's Medicaid eligibility was jeopardized due to a procedural issue, WILS staff intervened, making multiple calls and advocating on the consumer's behalf. These efforts ensured that the issue was resolved, allowing the consumer's personal attendant to be paid on time, and highlighting WILS' commitment to removing barriers to essential services.



CRITICAL SUPPORT

A WILS Independent Case Manager coordinated with one of her consumers and two other organizations to address a critical situation where the consumer's propane tank was empty during a period of cold weather. The effort involved getting the tank inspected and filled, ensuring the consumer's safety and well-being. The consumer was moved to tears by the support, expressing deep gratitude for WILS timely and life-saving assistance.

A VETERAN'S VOICE

John, a Veteran and consumer of the Consumer Directed Services program, was empowered to transition to the Veterans Directed Care (VDC) program. Through education on articulating his care needs during assessments, John gained confidence in advocating for himself. Although he ultimately wasn't eligible for the VDC program, he was better equipped to voice his needs, which allowed him to retain his CDS personal assistance services—services he was at risk of losing. This success not only improved his access to necessary care but also reinforced the importance of clear communication and self-advocacy in navigating complex healthcare systems.

2024 Peer Support

Share experiences, make connections, and gain new friends.

689

Consumers participated in Peer Support activities

100%

Satisfied with services



JOURNEYS TOGETHER



During the Deanna Rose Farmstead trip, WILS participants were greeted with the sights and sounds of a bygone era. This hidden gem, nestled in the heart of Overland Park, offers visitors a unique opportunity to step back in time and immerse themselves in the days of westward expansion. From feeding goats and petting horses to exploring historic landmarks like Helen's Schoolhouse and Ben's Bank. the farmstead captivated both young and old with its authentic recreation of frontier life. Highlights of our visit included feeding and interacting with the farm's friendly animals and taking advantage of the many photo opportunities.

"It was awesome! It was my first time [doing something away from family] and it was awesome. It was my first time doing it by myself and I had fun and really enjoyed it." — Chris

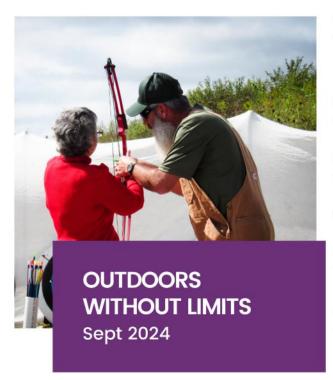


WILS gingerbread-themed holiday parties were delightful and festive gatherings that brought friends and family together to celebrate. Guests won big with bingo and had a great time. It was an amazing display of joy and cheer during the holiday season.

PEER POWER



WILS celebrated the ADA anniversary with a spectacular trip to SEA LIFE Aquarium in Kansas City, where participants of all ages were truly captivated. Attendees explored the aquarium's interactive exhibits, including touch pools and immersive underwater tunnels, marveling at the vibrant marine life up close. This event showcased the significance of accessibility and inclusivity, uniting a community dedicated to embracing diversity. It was an educational and memorable experience, highlighting our commitment to ADA access and celebrating the strides we're making toward a more inclusive world.



WILS held a successful Outdoors Without Limits event at Hazel Hill Lake in Warrensburg. Participants enjoyed a morning of accessible outdoor activities, including fishing, archery, and target shooting, with a free lunch provided. The event fostered community connections and showcased WILS mission to empower individuals with disabilities. We extend our heartfelt thanks to our community partners: Missouri Department of Conservation, Stealth Gobblers, Warrensburg Community Center, and RISE, for their support in making this event a memorable and impactful experience for everyone in attendance.

2024 Information & Referrals

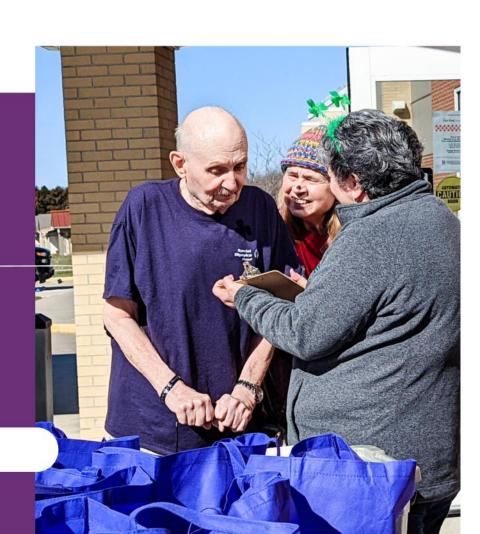
Explore the unknown. Tap into available information, resources, and community services.

2256

People received Information & Referral assistance

90%

Satisfied with services



BUILDING CONNECTIONS

Each inquiry is handled by trained staff who tailor information to meet the caller's specific needs. For example, callers requesting transportation services are clearly informed about program eligibility, scheduling requirements, and alternative options, while individuals seeking external resources receive comprehensive contact details to connect with regional service providers. This direct and tailored approach ensures that those in need can access our services in a format that is easy to understand and responsive to their unique circumstances.



Committed

WILS is committed to providing accessible Information & Referral (I&R) services to individuals with disabilities who request our assistance. Our approach emphasizes clear, accessible communication, efficient resource management, and practices that empower consumers to maintain independence.



Efficient

WILS uses standardized templates to quickly collect relevant information during intake calls, allowing for efficient handoffs to external partners like DHSS for eligibility determination. This process facilitates accessibility and ensures consistency across service offerings.



Collaboration

For individuals needing resources outside WILS direct service area, staff readily provide contact details for local agencies, housing options, and real estate connections when appropriate. This innovative use of community resources, even beyond our direct services, broadens the options available to consumers and enhances continuity of support.



Responsive

WILS staff respond quickly to inquiries, offering immediate referrals and relevant program information. This system ensures that individuals receive real-time assistance for immediate needs, such as financial aid programs like LIHEAP or resources for housing transitions.

2024 Independent Living Skills

Learn how to be in control of your own life as your needs or abilities change. Try new things. Set and meet goals.

1047

Consumers received Independent Living Skills training

100%

Satisfied with services



LIVING WITH CONFIDENCE



Kenneth is determined to maintain his independent living skills, and assistive technology (AT) has been key in helping him modify how he completes tasks. WILS was able to provide a rollator through the Missouri Foundation of Health (MFH) Grant. In December, Kenneth also received a button hook with a built-in zipper pull to help with dressing. When asked about the bidet he received earlier, he smiled and said, "Oh wow! You talk about a slice of heaven." He shared that it has increased his independence and "helped give back a little dignity." He also noted it has reduced laundry needs in his plan of care.



For Connie, everyday tasks like bathing and brushing her hair had become difficult due to shoulder pain following surgery. She often relied on her daughter for help. Through the MFH Grant and WILS, Connie received a longhandled sponge to make showering easier and a longhandled brush. Connie eagerly tried the brush. With excitement. she said, "This is perfect! I love it! It's terrific." In no time, she brushed over half her headsomething she hadn't been able to do alone in a long time. No longer needing help with her hygiene, she shared, "It feels like I can do something on my own now."

UNLOCKING POTENTIAL



Soup-er

Participants gathered to discover the art of creating delicious, quick, and nutritious soups using basic pantry items. Attendees learned valuable cooking techniques and had the chance to taste and take home the soups they created, along with handy recipe cards for future reference. All participants were entered for a chance to win a fabulous crockpot – the perfect addition to any kitchen.

BIG IMPACT

Thanks to the Missouri Foundation of Health Grant, WILS provided Linda with bump dots—small raised tactile markers with big impact for individuals with visual impairments. These simple yet effective tools have significantly improved Linda's autonomy, allowing her to perform daily tasks independently, such as operating her washing machine and using her Amazon Alexa. The bump dots have transformed Linda's life, reinforcing WILS commitment to enhancing the quality of life for individuals with disabilities.

2024 Youth Transitions

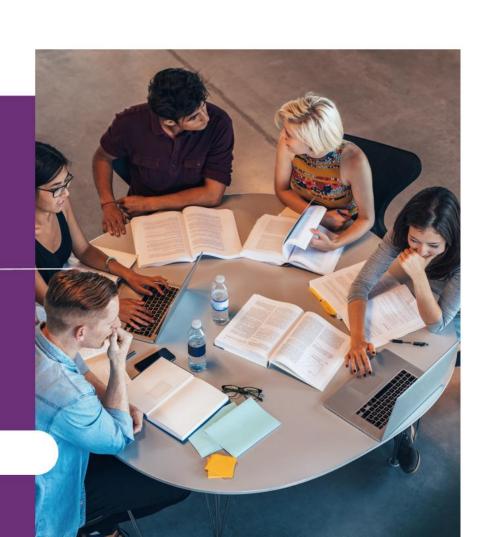
Life is always changing. Learn how to adjust and transition as your needs shift.

140

Consumers received Youth or Transition services

100%

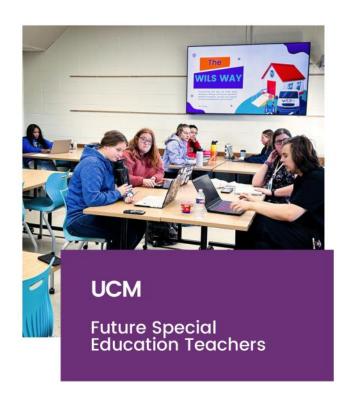
Satisfied with services



CLASSROOM TO CAREER



Mary Beth Adkins, a high school senior at Lexington High School, has been awarded the WILS Empowerment Scholarship. This \$500 scholarship is awarded annually to a high school senior in Johnson, Lafayette, Henry, Benton, Pettis, or Saline Counties with a disability who plans to continue their education at a four-year college, associates program, community college, or vocational technology program.



WILS presented information to future special education teachers at the University of Central Missouri (UCM), introducing them to the role of Centers for Independent Living. The discussion highlighted how CILs support individuals with disabilities in achieving greater independence through advocacy, services, and community resources. By connecting with these future educators, WILS aimed to foster awareness of disability rights and equip them with valuable knowledge to better support their future students.

2024 Bucket List Club

Engage in your community, try new things, discover new places, meet new people, and learn about resources.

320 Successful rides

"The service was so needed for our group and is much appreciated."



DRIVING CHANGE

The Bucket List Club (BLC) has made significant strides in providing key Independent Living individual services. Participants have grown into community ambassadors, advocating for the program, recruiting new members, and volunteering, which empowers them and others in the community. Through their trips and partnerships, participants have become more engaged in their communities, aligning with the goal of integrating individuals with disabilities into community-based living.



Peer Relationships/Role Models

The program fosters peer support and role modeling through shared group experiences. Participants are building connections and forming social bonds, creating a supportive network.



Mobility

By offering accessible transportation, the program ensures that participants can travel to a variety of community destinations, increasing their mobility and access to recreational and cultural activities.



Transportation

Free transportation to events and destinations like theaters, museums, and local parks has been a cornerstone of the program, enhancing participants' independence and quality of life.



Community/Social Participation

The BLC has facilitated active community engagement, allowing members to participate in civic and social activities, reducing isolation and encouraging social interaction.

CONNECTING THROUGH EXPERIENCE

TRAILS OF TRIUMPH

With 197 consumers enrolled and 18 trips completed from October 2023 to September 2024, the program has grown rapidly, driven by word-of-mouth referrals and active promotion. This has led to increased visibility of WILS services in the community.

Partnerships with local entities like Warrensburg Parks & Rec, First Baptist Church Golden Agers, and Care Connections for Aging Services have helped expand the program's reach, providing more opportunities for participants and advancing WILS' mission of inclusion.



Opening Doors

Many BLC participants have become brand ambassadors, volunteers, and donors. Their involvement has helped WILS increase its reach and awareness across its six-county service area.

Speaking Up

Participants consistently praised the program for being "on time," "friendly," and having "excellent drivers and staff." Positive comments emphasized the program's role in making social participation more accessible and enjoyable for older adults and people with disabilities.

2024 Assistive Technology

Assistive technology (AT) encompasses tools, devices, and mobility equipment designed to support people with disabilities perform every day tasks.

368

Consumers received AT and/or mobility services

Rick stated that he was "very excited to be able to travel with the cane" on his upcoming trip to Vermont.



FROM BARRIERS TO BREAKTHROUGHS



Understanding his situation, WILS worked to secure approval for a bathroom renovation, covering the cost of a shower insert, showerhead, and faucet through the MFH Grant. Thankfully, his landlord agreed to install the modifications, ensuring a safer and more accessible bathing experience. After the changes were made, James excitedly shared that he had been able to take two showers since Friday evening! He said, "I think it's great!" His gratitude was clear—this home modification has made a life-changing impact. It has allowed James to use home modifications and assistive technology to safely manage his daily hygiene routine, giving him greater confidence and control over his personal care.

TRANSFORMING MOBILITY





Betty's dream list of assistive technology could help her maintain independence beyond the time covered by her plan of care. One of her biggest requests was a wheelchair, but when we mentioned we had a note about an electric scooter, she said, "That would be great too." Thanks to the Missouri Foundation for Health (MFH) Grant, WILS was able to deliver a motorized scooter, a hitch lift for her vehicle, a kitchen barstool, and a shower chair. When we talked about the new equipment, she said, "I like the scooter." These assistive devices bring Betty one step closer to greater mobility and independence, ensuring she can navigate her home and community with more ease.

Rhonda took an active role in advocating for herself, requesting a doctor's note approving her use of a rollator. When her doctor provided it, they told her it was "about time" she received one. Through the Missouri Foundation of Health Grant and an inkind donation, WILS was able to grant her request. When asked how the rollator was working for her, she said, "It's good, been pretty nice." She shared that it has helped with her independence when she goes out and that she now feels safe and secure taking walks outside, knowing she can rest on the built-in seat if needed. Rhonda also mentioned that her rollator has made chair yoga possible, something she couldn't do before. This rollator has given Rhonda greater mobility, security, and new opportunities to stay active-helping her live life on her own terms.

2024 Care at Home

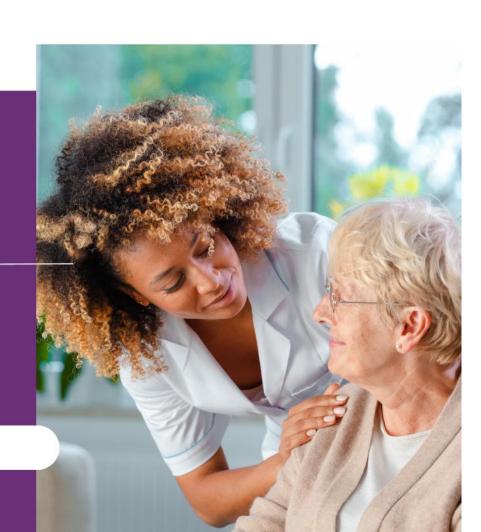
Use your Medicaid or Veteran benefits to receive care at home from someone you know.

2475

Consumers reveived personal assistance services in their home

97%

Satisfied with services



YOUR HOME, YOUR CARE, YOUR CHOICE

BRINGING CARE TO YOU

Home and Community Based Services are important to us because we believe that you should have a choice in where and how you live. Our Consumer Directed Services (CDS) and Veterans Directed Care programs are designed to help persons with disabilities be in control of their care and remain as independent as possible in their own home so they do not have to live in a care facility.



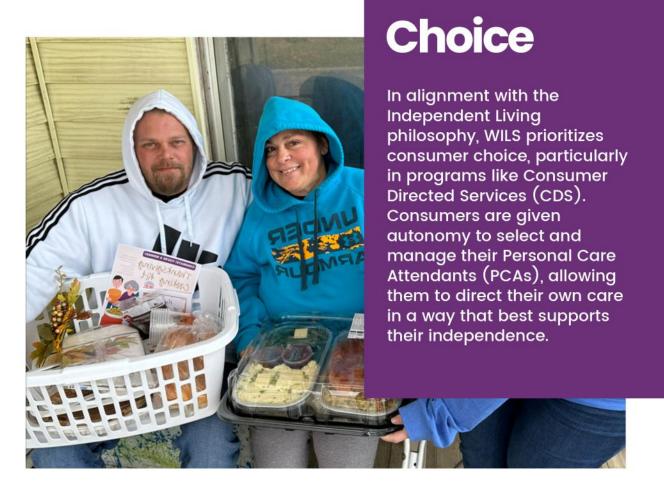
CDS with Medicaid

- Missouri Medicaid
- · Able to self-direct care
- Have a physical disability that limits activities of daily living such as showering, dressing, walking, toileting, and eating

VDC for Veterans

- Be a Veteran
- Be enrolled in VA healthcare
- · Meet the clinical need for VDC
- Be able to direct your care or appoint an authorized representative to direct your care for you

SUPPORTING INDEPENDENCE EVERY DAY



RECOVERY AT HOME

Bryan, a WILS consumer and Veteran, needed a hospital bed after his knee surgery so he could recover at home. A week before his surgery, another WILS consumer, Teresa, offered to donate a nearly new hospital bed and an electric chair. Bryan offered to pay Teresa and she accepted as she needed new tires for her vehicle. WILS Transportation staff and IL Case Manager Janet worked together to coordinate delivery of the bed to Bryan's home, where it was set up by Facility Coordinator Brad and Bryan's attendant, Kaylin. This act of peer support was an unexpected blessing for everyone involved.

EMPOWERING OUR HEROES

HONORING SERVICE

The Veteran Directed Care
Program at WILS was officially
launched in April 2024.
Its mission is to provide Veterans
and their caregivers greater
access, choice, and control over
long-term services and supports
(LTSS) that allow them to remain
in their homes and communities.

Veterans in the VDC program are empowered to hire, supervise, and schedule their own workers, fostering an independent living model in line with the philosophy of Independent Living Centers.



Great Outdoors

With the support of his caregiver, RI has been able to walk regularly, helping him achieve his personal goal of weight loss. Additionally, he participated in a family camping trip, an activity he had previously been unable to manage.

Princess Party

As a hospice patient, RS was provided with a wheelchair and a ramp for his home, which made it possible for him to go on outings with his young daughter, including attending a special "Princess Party." This greatly enhanced his quality of life in his final days.

2024 Transportation

We bridge gaps and empower individuals to stay connected and independent through accessible transportation services.

786

Consumers received Transportation services

97%

Satisfied with services



DRIVEN TO SERVE

MILES OF SMILES

WILS transportation program directly supports multiple independent living individual services. Feedback from WILS consumers has been overwhelmingly positive. Participants have highlighted the importance of reliable transportation for medical appointments, essential shopping,

and social participation, particularly for individuals who otherwise lack access to personal vehicles. Consumers appreciate the flexibility and coverage of the expanded fleet and have expressed enthusiasm about the potential of a software platform for streamlining ride requests.



Mobility and Transportation

The program addresses the critical need for accessible, reliable transportation for non-emergency medical appointments, employment, and essential errands.

Community-Based Living

The availability of transportation services allows consumers to live more independently in their homes and communities, contributing to social participation and overall quality of life.

GOING THE EXTRA MILE

WILS transportation program significantly expanded between October 2023 and September 2024 to better meet the needs of individuals with disabilities and the elderly in their six-county service area. WILS expanded its vehicle fleet, increased staffing, and enhanced partnerships with medical transportation providers such as SafeRide Health. These efforts increased accessibility for non-emergency medical appointments, essential shopping, and employment opportunities for WILS consumers.



Fleet Expansion & Staffing Growth

WILS added three vehicles, including a four-wheel-drive vehicle to serve rural areas. The program added one full-time and one part-time driver, along with an increase in volunteer drivers, ensuring that WILS could meet the rising demand for transportation services.



Increase in Rides and Mileage

WILS transportation saw a rise in both ridership and mileage, with monthly rides increasing from 28 to 42 and monthly mileage jumping from 1,436 to 6,666 miles. This reflects the growing need for transportation services within the community.



SafeRide Health Partnership

The partnership with SafeRide Health enabled WILS to offer nonemergency medical transportation in a broader geographic area, including Cass and Jackson counties. From May 2024 to September 2024, the number of rides provided through this partnership averaged 30 per month, with significant increases in mileage driven.



Successful Grants

WILS secured a grant through the Missouri Elderly and Handicapped Transportation Assistance Program (MEHTAP) for \$24,242.33, which will support transportation services through June 2025. This grant is crucial in maintaining and expanding WILS transportation program.

EMPOWER EMPLOYMENT

Lena, a University of Central Missouri THRIVE program graduate, found success with WILS transportation program, which enabled her to achieve employment goals. As a non-driver with hearing loss and a speech impediment, Lena faced transportation challenges that could have limited her ability to reach her workplace. WILS' transportation program became the key to her ongoing success, providing her with reliable, accessible transportation to her job three times a week. Lena's journey with WILS is an example of how accessible transportation transforms lives by supporting employment, independence, and community engagement. WILS is proud to be part of Lena's success and remains committed to expanding transportation services to ensure that more individuals in our community have the tools they need to thrive.

Care Car

When Sharon learned her sister had only days to live, she feared missing the chance to say goodbye. In desperation, she called WILS. Without hesitation, the WILS Transportation team arranged a last-minute trip, allowing Sharon to be at her sister's side. Sharon was able to hold her sister's hand one last time, a testament to the heart behind WILS' services, demonstrating that our transportation program provides not just rides, but moments that truly matter.



2024 Sustaining Our Mission

Through strategic financial management, targeted grant opportunities, and the dedicated efforts of volunteers, WILS continues to grow its impact.

\$341,299

Secured in grant funding to enhance services & projects

65%

of volunteer hours supported essential programs





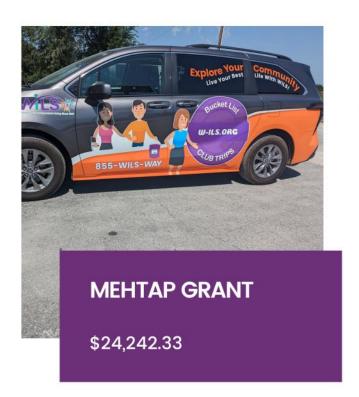
ADVC GRANT

USAging's Aging and Disability Vaccination Collaborative (ADVC) distributed funding to organizations across the aging and disability networks to support an array of vaccination education and promotion activities, including community vaccine clinics, in home vaccinations, transportation to vaccination sites, and outreach and education for older adults and people with disabilities. The ADVC is funded through a grant from the U.S. Administration for Community Living. WILS was awarded a total of \$104,580 in grant funding, but we had to get 1,000 shots-in-arms to get the full funding. We accomplished this with our collaboration with UCM's Health Department for their health screening events, which provided essential immunizations, included COVID-19 and Flu vaccines to international students.

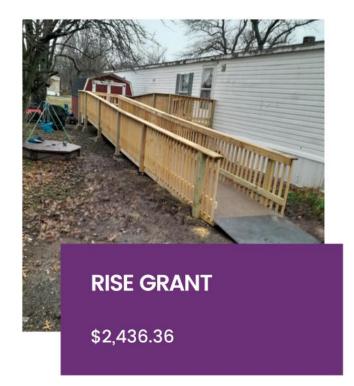
KEY ACCOMPLISHMENTS

- Provided essential training for WILS frontline staff
- 35 partnerships, including UCM and county health departments
- Hosted Community Care events in each of our 6 counties
- Participated in events, wellness fairs, and walk-in vaccine clinics
- Assisted in distribution of 5,560 vaccines and immunizations
- Reached 172,758 individuals with educational materials

Grants in Action



WILS secured a grant through the Missouri Elderly and Handicapped Transportation Assistance Program for \$24,242.33, which will support transportation services through June 2025. This grant is crucial in maintaining and expanding WILS transportation program.



Through the Johnson County Board of Services, RISE Community Services provided \$2,436.36 to fund the construction of a wheelchair ramp for a RISE participant, Liam.

Liam's mother, Trisha, said it is "fantastic." "I love it."

Liam can now be safely and easily transported in and out of his home using his adaptive stroller.

Filling Buckets, Funding Independence

The Purple Bucket Adventure fundraiser was a resounding success, bringing excitement, community engagement, and essential support to WILS programs. Thanks to strong partnerships with local businesses, we were able to fill the buckets with an incredible variety of prizes, including discounts, admission tickets, dining experiences, and adventure packages. Additionally, some buckets featured essential emergency preparedness supplies, reinforcing WILS' commitment to both fun and safety.

With 52 out of 60 buckets sold, the event raised significant funds to support WILS' transportation and ramp programs, directly benefiting individuals in need of greater independence and mobility. The enthusiasm from the community, coupled with the generosity of our local business partners, made this event not only a fundraising success but also an opportunity to strengthen connections within the community.



Beyond the Purple Bucket Adventure, WILS' Giving Tuesday campaign further amplified our fundraising efforts, bringing in an additional \$2,300 in donations. These funds will continue to support vital programs that enhance accessibility and independence for the individuals we serve.

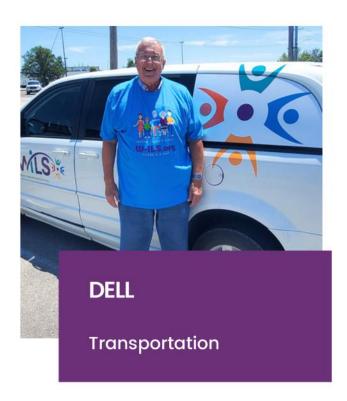
SERVING WITH PURPOSE



THE POWER OF GIVING

Volunteers are essential to WILS, assisting with event coordination by completing tasks such as stuffing bags for ADVC grant events and preparing Braille tags for emergency kits. They also support outreach and advocacy efforts, with board members and volunteers promoting inclusive policies, advocating for accessibility, representing WILS at events, and fostering community awareness.

DEDICATION & IMPACT



WILS volunteer drivers play a vital role in bridging the transportation gap for consumers, particularly in rural areas where accessible and affordable options are scarce. They enable individuals with disabilities to attend medical appointments, access essential services, and participate in community activities, fostering independence and connection. Their contributions have been instrumental in allowing WILS transportation services to expand beyond staff capabilities.



One of WILS dedicated volunteers is using his personal 3D printer to create innovative assistive technology devices for consumers. This initiative combines creativity and technology to provide customized solutions that enhance independence and improve the quality of life for individuals with disabilities.



Working Together for Better Care

WILS has built partnerships with medical providers and human service agencies to enhance healthcare access for individuals with disabilities. Collaborations with organizations such as Compass Health, ECHO, Katy Trail Community Health, and Missouri Valley Community Action Agency have increased access to vital health resources. Joint efforts with the local aging services agency have resulted in community health fairs, where both organizations provided information on disability services and wellness programs. WILS also distributed 480 care bags containing hygiene and household essentials, along with vaccine access information, through its partnership with Jeremiah 29:11. Additionally, outreach to schools, senior centers, and veteran organizations has provided valuable health education and support services.

Wheels of Progress

PARTNERS IN MOTION

WILS facilitated transportation for Give 5 volunteer recruitment classes in Johnson and Henry Counties, fostering community engagement. Participation in county interagency meetings and community resource fairs helped address transportation gaps, with staff distributing informational materials to over 50 community members. WILS also advocated for improved transportation resources for underserved populations, reinforcing its commitment to accessible and inclusive mobility services. Partnerships with local organizations and agencies laid the groundwork for future transportation collaborations.



Collaboration

Staff participated in County interagency meetings, Building Communities for Better Health Coalitions, and county and community resource fairs, where transportation was a key topic. These efforts have supported greater independence and community integration for WILS consumers.

Impact

Throughout the year, WILS devoted over 68 hours to transportation-focused community activities, strengthening partnerships, expanding transportation services, and ensuring that accessibility and mobility remained a priority for people with disabilities.

Expanding Access to Assistive Technology

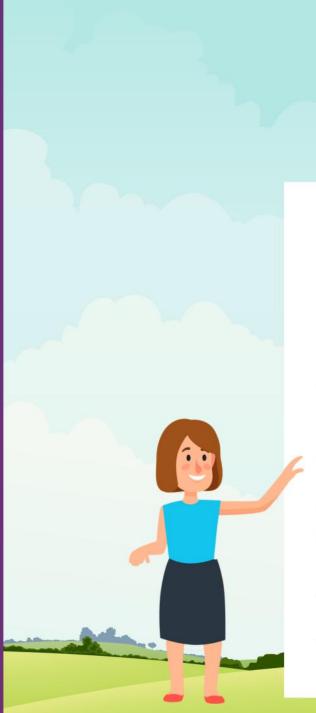


WILS has strengthened partnerships to improve access to assistive technology for individuals with disabilities. Regular presentations to local organizations, such as the American Legion and Johnson County Lion's Club, have raised awareness of available technological solutions. WILS also co-hosted an assistive technology fair with community partners, allowing over 150 attendees to learn about resources from local service providers.

Participation in the Missouri Assistive
Technology Power Up Conference and
CBRN Meeting enabled networking with
over 50 vendors and service providers
to discuss collaborative initiatives.
Additionally, WILS collaborated with
KMOS to produce a video segment
featuring assistive technology
demonstrations and consumer
experiences, further expanding
outreach and education.



Thank You!



SAY HELLO!

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