

We believe it is our mission to support individuals with disabilities by encouraging and assisting them to accomplish health and fitness goals, valued personal goals, and a sense of belonging in their home and community. We will provide a supportive atmosphere of love, care, acceptance, dignity, and respect while upholding their right to:

- BE FREE TO MAKE DECISIONS/CHOICES
- BE AN INTEGRAL MEMBER OF THE COMMUNITY IN WHICH THEY LIVE
- BE THE BEST THAT THEY HAVE THE DESIRE TO BECOME



### Medical and Emotional Care

Nurse Kim Moore cheerfully checks Kimmie's vitals during a routine visit. We love how our nurses take the time to build positive relationships with our clients.



### New Adventures at Wonderland Camp

Trent experienced a couple of firsts, shooting a bow and taking a boat ride with DSP Tanya Reed during the r3 Conference at Wonderland Camp.



### VR Assistive Technology at Work

Kanyon participates in Restoring Hope's WORKS Employment services. Part of the curriculum is learning and actively performing job tasks using a job simulator app, acclimating him to varying work environments, such as a restaurant, office setting, or convenience store, while performed in a controlled atmosphere.



Restoring hope one relationship at a time.



### Joyful Smiles

At our recent r3 Conference, caregivers had the chance to take a fun selfie with our travel/adventure props. Pictured above, left, Julia Phelps, Springfield Host/Relief Home, flashes a happy grin with her floral boa and r3 flag props. Pictured above, right, Trintan expresses his appreciation and friendship with long-time Direct Support Professional and Host/Relief Home Tim Berry. Tim has done an excellent job caring for, bringing joy to, and building life-long relationships with clients at our Kirksville Excel Day Program.

## 15 Years of Changing Lives Forever

BY WHITLEY LEMON

In 2008, Restoring Hope began its rewarding journey of serving individuals with intellectual and developmental disabilities. Since then, we have witnessed how the family support model creates a supportive atmosphere of love, care, acceptance, dignity, and respect for those we support. In turn, our caregivers and staff are, if not more, fulfilled as they find meaning, purpose, and joy in return. October marks a celebratory anniversary for Restoring Hope. We've had the incredible privilege to serve numerous communities throughout the state in the past 15 years. With the partnership of exceptional host and relief home providers and staff, along with our model, the individuals we support have also experienced one of the most critical components to living a happy life: belonging. John C. Maxwell states, "Success is a continuing thing. It is growth and development. It is achieving one thing and using that as a stepping stone to achieve something else." We continue to experience growth and success because we are strategic in our goals, selective in who and what we allow to take on, and steadfast in keeping relationships the foundation upon which we stand.

Over these last 15 years, Restoring Hope has continued to experience success with a common goal in our efforts to band with purpose partners to lift the burdensome weight off those underserved in our communities. In our lifespan, we've begun offering many new and rewarding services in tandem of our Host and Relief Home services. Those being Community-Based Services, Excel Day Programs located in Nixa, Springfield, Buffalo, and Kirksville, WORKS Employment Services located in Springfield and Buffalo, Medical ISLs with two locations in Lincoln and one in St. Louis, Traditional ISL located in Buffalo, and finally our Out-of-Home Respite and In-Home Respite services. These services are changing and improving lives every single day!

As you're likely aware, we recently went through our biennial Certification Audit. The coordination alone to conquer such an audit of our size is quite a feat. An immense amount of scheduling had to occur between homes, clients, auditors, and program managers. For two weeks, auditors visited around 200 sites to review client documentation and personnel files. In our vastness, still, we came through successfully! Auditors recognized our homes for their wisdom in client care and found our 80,000-plus personnel documents well-organized and thoroughly kept. However, the best feedback we received was our clients were receiving exceptional care. And that is something to be proud of.

We will continue striving to provide better services to our communities, a rewarding and fulfilling career for our team, nurses, and caregivers, and cultivate homes that allow individuals to feel loved and belonging. For years, we've offered individuals a natural home with a real family instead of a shift-staff home, allowing individuals to grasp and walk in genuine and healthy relationships. When individuals begin to feel tethered and trusting of their host parents, communities, school, church, workforce, and healthcare providers, we know we've managed to provide an atmosphere they can thrive in. And in turn, this creates communities of inclusivity and acceptance for all. We will be eternally grateful to those who dedicate their lives to the service of others - our homes, nurses, and team. You are restoring hope one relationship at a time.

**NIXA EXCEL DAY PROGRAM**

Hard work pays off! Nixa participants earned a trip to Braums for a nice, cool, savory treat to celebrate their hard work. Each enjoyed a burger and milkshake. A new fun activity that participants have been able to experience has been dancing at Art Zone. The X-Center has also provided entertaining recreational activities as participants can walk the track, play pool, and shoot hoops on the basketball court. Program Coordinator Madison Harlan and staff showed participants an explorative and unique time while visiting the Smallin Civil War Cave. They also got to test out their golf swings while putting at a mini-golf course.



**BUFFALO EXCEL DAY PROGRAM**

"Buffalo Excel has had an active summer. Attendees have participated in outings to Dickerson Park Zoo, Big Shot Golf, Ci Ci's Pizza, Enterprise Lanes, and Rocco's Pizza. With the nice weather, the Buffalo YMCA allowed Excel clients to utilize the local city pool weekly, which they enjoyed. We frequently attended outings to Bennett Springs, where our group enjoyed trout fishing and exploring the trails. Fall is approaching quickly, and our Buffalo Excel group is excited to attend a pumpkin patch corn maze and of course, make pumpkin spice lattes. We are thankful for the continued support from the Dallas County YMCA as they provide a gym for our group to utilize throughout the year. The Spot in Bolivar has been a newly found organization that Buffalo Excel has enjoyed. They offer classes that include music, boundaries classes, cooking, and independent living skills classes. We are looking forward to growing our program and continuing to find opportunities to be involved in the local community." - Emma O'Dell



**SPRINGFIELD EXCEL DAY PROGRAM**

Springfield participants are getting the best of their time at Excel, from birthday parties to cooking classes and covering wellness and fitness with staff. Rebecca, Springfield Program Coordinator, states, "Consumers have shown they really love the wellness classes and skill stations we offer. Matt was stealing the thunder a little during a fitness class. We love him for it." You'll see him pictured with a fitness band and a huge smile! Participants also enjoyed swimming at the Westport Pool and Doling Indoor Pool this summer, along with a picnic at Doling Park. They enjoyed spending time at the Library Station and making improvements to and decorating the day program. One group indulged in frozen yogurt at Orange Leaf. Participants have many opportunities to express themselves through creativity. Several built unique and personalized zen gardens, and some showcased their act in a talent show. Many family members and staff came to watch and show their support!



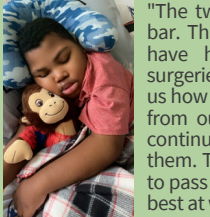
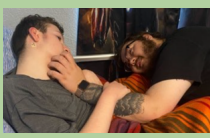
**KIRKSVILLE EXCEL DAY PROGRAM**

Kirksville participants have had an exciting and exploratory summer! Many of their activities have been outside - the park has undoubtedly been a trendy summer stop. Participants and staff have been working on their garden and enjoying the fruits of their labor. Program Coordinator Kristin Snyders states, "We were able to make homemade salsa from our garden with only a few extra ingredients from the store." How rewarding! Participants played a lot of basketball, freeze tag, and dodgeball and even participated in a scavenger hunt. Everyone also learned how to pan for gold using sand from a local creek. Although they didn't strike gold, they found some neat rocks and gems!



**Medical ISL's - St. Louis & Lincoln**

"Our ST. Louis ISL is jumping right into the school routine for a couple of kiddos. They go on outings at least once a week (if not more) to the Science Center, parks, movies, shopping, etc. Everyone is excited for fall festivities and Halloween—oh, and fall weather!" - Whitney Schnakenberg



"The two Medical ISLs in Lincoln continue to set the bar. The kids are doing well and enjoying school. We have had several big appointments and a few surgeries, but the kids bounce back and keep showing us how strong they are. I was proud to share the results from our recent audit with the DSPs. They not only continue to meet state standards, but they also exceed them. The auditor had several compliments I was able to pass on. Our Lincoln teams are determined to be the best at what they do." - Aaron Harms

**Traditional ISL | Buffalo**

Our traditional ISL in Buffalo is going strong! The girls are living their best lives and learning to be more independent. Baylee is working and enjoying supporting the local high school volleyball team. Allie continues to enjoy Excel and is really excited to start her acting classes at the Springfield Little Theatre. Our dedicated DSPs continue to show how much they care daily! The Buffalo ISL team inspires everyone around them with their attitude and caring nature." - Aaron Harms



# Anniversary Dates

Each quarter we continue to grow and grow! So, for our caregivers, nurses, and staff who started their journey with us between the months of July - September, we want to say thank you, for their year(s) of serving others!

## Contractors

### 9-10 Years

Tim Berry, Chase Stratton, Atlee Wolfard

### 7-8 Years

Laura Bennett, Chris Bennett, Larisa Ionita, Liviu Ionita, Tara Staas, Christy Bales, Ronald Tackitt, Tracey Belk, Charles Belk, Eden DeGonia, Joseph DeGonia, Joy Guymon, Brian Guymon

### 5-6 Years

Letitia Brown, Holden Childress, Jason Staas, Anita Brown, Gary Brown, Tarah Brown, Rachel Brown, Violet Meadors, Ann Melton, Winfred Melton, Linda Stotts, Paul Stotts, Brandy Fajen, David Fajen, Debra Kleine, Monte Kleine, Ashley Stark, Karen Ryals, Richard Ryals, Christi Eden, James Eden, Mattie Smith, Christina Webb

### 3-4 Years

Ashlyn Mendenhall, Virginia Martin, Nick Gritz, Damaris Gritz, Gary Griffin, Lana Griffin, Leif Griffin, Grace Peak-Grissum, Juli Highley, Mike Highley, Ben Jellison, Tatiana Montalvo, Kimberly Reamsnider, Michael Reamsnider, James Harris, Rhonda Harris, Angela Brichak,

Maksim Brichak, Randy Slavik, Anna Slavik, Lucy Daniels, Rachel Eichler, Kyle Eichler, Brian Phillips, Linsey Phillips, Katie Poppen, Tyler Poppen, Dianne Tingley, Gaye Wixom, John Wixom, Angela Cross, Kevin Cross, Alexia Cross

### 1-2 Years

Amy Ebarb, Pauline Green, Jordan Dieker, Michael Hardnett, Lakeia Hardnett, Felicity Hodges, Cherrika Miller, Hosie Miller, Andrew Irwin, Madison Irwin, Mathew Allen, Derek Boettcher, Nancy Bohlke, TJ Eastman, David Childs, Sheila Childs, Colton Coffey, John Cook, Madison Harlan, Kristine Hawkins, Jesse Hawkins, Paula McCurdy, Brooke North, Parker North, Alex Dikranian, Laura Tilton, Mary Tilton, Mary VanOrden, Maranda Vincent, Ileana Waldron, Nikolay Gerasimov, Yevdonkiya Gerasimova, Susan Gerasimova, Vasiliy Zavalin, Lyubov Zavalin, Ashley Corf, Kinsten Fajen, Trevor Fajen, Jill Strozewski, Katibeth Bales, Devon Bales, Dylan Messer, Casey Bales, Bryce Bales, Audrey Cross, Logan Ehlmann, James Higdon, Gilbert Hussey, Brock Hussey, Amanda O'Neal, Nicholas O'Neal, Kim Haney, Derrick Hardy, Dennis Schwartz, Cathy Swartz

## Staff

### 5-6 Years

Kayla Ell, Whitley Lemon, Tara Kempf

### 3-4 Years

Whitney Drumright, Wendy Callahan, Katie Adams

### 1-2 Years

Deanna Garroutte, Jaidyn Stiles, Megan Lane, Katelyn Hellmer, Kristin Snyder, Lani Blagg, Gina Kuhlmann, Darcie Silvers, Clara Bee, Carmen Culpepper, Denise McNeal, Jeannine Silverberg, Sandra Weekfall, Mackensie Gilmore



## Certification Audit Recap

"Thank you to everyone that played a part in Restoring Hope having a successful certification. The surveyors spent two weeks visiting approximately 200 sites reviewing client documentation and personnel files. Because of everyone's hard work leading up to certification, there were next to no issues that had to be resolved with the certification team. The surveyors provided feedback that our homes were very knowledgeable, our client/personnel files were comprehensive and well organized, and the client care was outstanding. We appreciate everyone working so hard to accomplish another successful certification at RH." - Staci Owen, CEO of Restoring Hope, LLC.

# Project Hope

Continuing to positively impacting local Homeless Shelters and Community Outreach Facilities throughout the state.



## r3 Conference - 2023 Recap

### Reach. Restore. Repeat

Thanks to our outstanding speakers, Tracy Francis, Ryan Pace, Dr. Mark Bradford, Robert Cox, Brenda Corbett, and Dr. Christine Woods, and our team for bringing their ideas to the table and executing the vision.



### All the Details

Caregiver attendees also benefited from team-building activities, prizes, and numerous networking windows while clients splashed in the pool, enjoyed outdoor activities, a boat ride, and more!



### #WEAREAVRB

Restoring Hope owners Chuck Swift and Jeff Smith spoke to the group about caregiving, how we've grown, and the true impact as a whole that we make. We are not a noun, we are a verb. Restoring Hope one relationship at a time.



## Upcoming Events

**Meet & Greet Zoom** - Connect with our Host Home Developer, Placement and Respite Coordinators to learn and share!

- October 17th @ 5:30pm
- October 18th @ 10:00am
- November 21st @ 5:30pm
- November 22nd @ 10:00am
- December 19th @ 5:30pm
- December 20th @ 10:00am

To attend, contact **Heather Thompson**; [heatherthompson@werestorehope.com](mailto:heatherthompson@werestorehope.com) or 417-255-8781.

## Behavioral Management

### Find Practical Help

The Behavioral Team has worked hard to bring you helpful tips and informational videos! Topics covered range from building the foundations of a relationship with your client, working through triggers, de-escalating behaviors, finding ways to exit a crisis cycle, debriefing, and so much more. [Visit our website at: werestorehope.com](http://www.werestorehope.com) > Resources > **Behavioral Tips**, to learn more!

## Straight From the Business Office

### HR - Safety Tip

**October is Cybersecurity Awareness Month:** Cybersecurity often gets overlooked in the context of workplace and personal safety, but take into account the risks. Cultivating good cybersecurity practices and ensuring they are in place to protect you from cyberattacks is critical. Some guiding questions: 1)What are the signifiers of a phishing scam attempt? 2)What can you do to mitigate the risk of cyberattacks? 3)What information might be at risk? **Cybersecurity tips:** 1)Participate in cybersecurity awareness training and learn about common tactics such as phishing. 2)Ensure that you use strong passwords and two-factor authentication when possible. 3)Frequently back up important information and ensure you are using reputable third-party systems. 4)Consider a converged security approach to improve physical and cybersecurity simultaneously.

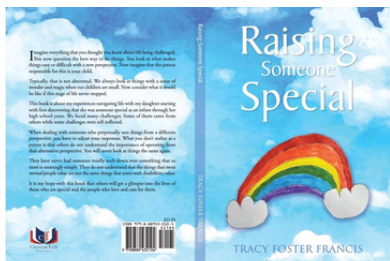
### Payroll Team - Recommendations, Resources, and Requests

**Preparing for Tax Season:** Carefully choose the correct dates and LLC name when submitting your time submissions.

Restoring Hope has several LLCs with very similar names. Double-checking all your information before submitting will prevent errors and avoid any delays in your pay. Tax preparation will be underway soon, so ensuring your mailing and email addresses are correct is of utmost importance. Please get in touch with our Business Office at 417-255-8781 if your information may be incorrect and to update it. You may also contact us to verify we have your most current contact information on file.

### Hear From Families Just Like You

**Keep up with our Testimonials at:** [www.werestorehope.com/testimonials](http://www.werestorehope.com/testimonials), where new hope-filled stories will be frequently added, or follow us on our social accounts. If you or your client have a breakthrough or heartwarming story to share, contact: [whiteylemon@werestorehope.com](mailto:whiteylemon@werestorehope.com) to schedule a day to capture it!



**Book Recommendation** - Author, and speaker at our most recent r3 Conference, Tracy Francis, shares her journey in being both a mother and caregiver to her daughter living with developmental disabilities in her book: *Raising Someone Special*. Find her book here: <https://rebrand.ly/bookrec>.

### Business Office

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"Success is a continuing thing. It is growth and development. It is achieving one thing and using that as a stepping stone to achieve something else."

- John C. Maxwell