



**The Whole Person**

People with Disabilities Leading Independent Lives

CONNECTING  
PEOPLE WITH  
DISABILITIES TO  
THE RESOURCES  
THEY NEED

2014 ANNUAL REPORT

[THEWHOLEPERSON.ORG](http://THEWHOLEPERSON.ORG)

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*The 2014 Annual Report covers the fiscal year ending September 30, 2014.*



# ABOUT

## The Whole Person

### MISSION

The Whole Person assists people with disabilities to live independently, and encourages change within the community to expand opportunities for independent living.

### VISION

The Whole Person envisions a fully integrated community of equality, where opportunities and choices are not limited by disability. We will promote a world in which people with disabilities will exercise independent choices and join with their supporters to advocate for positive change within society and its systems.

### CENTER FOR INDEPENDENT LIVING

The Whole Person is a preeminent center for independent living, with widespread grassroots support, strong consumer control, and a diverse, professional staff. Founded in 1978, The Whole Person is a private, nonresidential, nonprofit corporation providing a full range of community-based services for people with disabilities.



## WHO WE SERVE

- People with disabilities
- Parents, spouses, siblings, significant others of people with disabilities
- Schools, businesses and local government agencies
- Volunteer organizations
- Hospitals and health and medical organizations
- Civic and church/religious organizations and veterans
- Any individual or organization seeking assistance

## PROGRAMS

- Independent Living Services
- Consumer Directed Services
- Employment Services
- Individual and Systems Advocacy
- The Whole Family Project
- Mental Health Services
- Deinstitutionalization
- Telecommunications Access Program (TAP)

## SUPPORT GROUPS

- LGBTQIA Social Support Group
- Mental Health Peer Group
- Spinal Cord Injury Peer Mentoring Group
- Deaf Peer Support Group
- Women with Disabilities Support Group
- Traumatic Brain Injury Support Group
- My New Life Journey: HIV/AIDS Support Group

TWP emphasizes consumer control, the idea that people with disabilities are the best experts on their own needs, deserving of equal opportunity to decide how to live, work, and take part in their community, particularly in reference to the services that affect their day-to-day lives and access to independence.

**75% OF OUR BOARD AND  
58.3% OF OUR STAFF ARE  
PEOPLE WITH DISABILITIES.**

## BOARD OF DIRECTORS







We would like to thank the following individuals who served on our Board of Directors in FY 2014:

Brian Ellefson, President  
 Rick O'Neal, Vice President  
 Robert Cantin, Secretary  
 Tim Urban, Treasurer  
 Chris Smith  
 Jim Atwater  
 Jim Barnes  
 Delfina Segura

# MAKING AN IMPACT IN OUR COMMUNITIES

TWP has taken the lead in showing the community who we are, what our mission is, and how our services impact both the community and all people with disabilities.








## Age range of individuals receiving services

Under 5 years	1%	
Ages 5-19	3.5%	
Ages 20-24	4%	
Ages 25-59	59%	
Ages 60+	32%	
Age unknown	.5%	









## Gender of individuals served

Females	62%	
Males	38%	

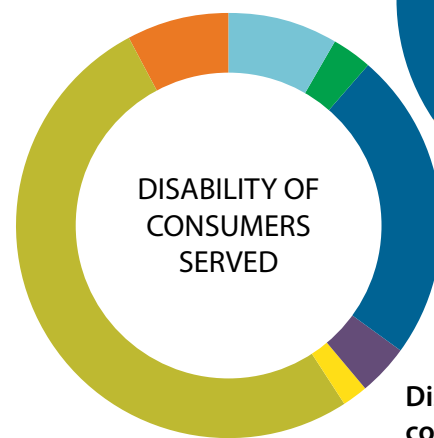
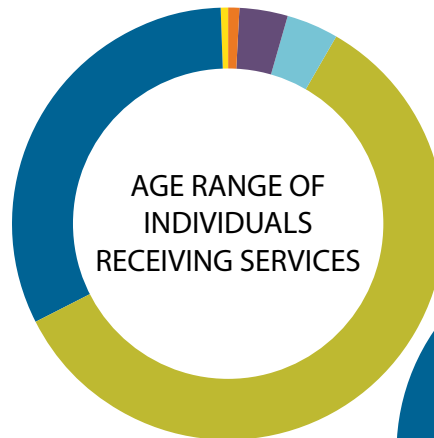
## Individuals served by counties

Cass, MO	3.4%	
Clay, MO	5.5%	
Jackson, MO	84.2%	
Johnson, KS	3.1%	
Platte, MO	1.7%	
Other KS Counties	0.3%	
Other MO Counties	0.5%	








## Race and ethnicity of individuals receiving services

American Indian or Alaska Native	12.0%	
Asian	1.0%	
Black or African American	55.7%	
Hispanic/Latino	0.1%	
Native Hawaiian or Pacific Islander	0.2%	
Two or more races	1.6%	
Unknown race/ethnicity	1.6%	
White/Caucasian	37.9%	

**Total people served in 2014**     2,123



**Disability of consumers served:**

Cognitive	180	
Mental/Emotional	66	
Physical	499	
Hearing	81	
Vision	42	
Multiple Disabilities	1,091	
Other	164	

# CORE SERVICES FOR INDEPENDENT LIVING



## INFORMATION AND REFERRAL SERVICES (I&R)

TWP provides up-to-date information on services and support such as adaptive equipment, transportation, accessible housing and other resources in the Kansas City metro area. We also provide referral services to groups and agencies that handle specific issues or programs pertinent to an individual's needs. Outreach and disability awareness presentations are shared at a variety of businesses, organizations and agencies throughout the metro area. TWP's call center streamlines the I&R process for consumers. They screen all incoming calls with the intent of putting the caller in touch with the advocate or staff member most knowledgeable on the topic for which they are seeking information. This eliminates the caller from having to speak with and repeat their request to multiple individuals, thus providing better service as well as reducing stress or frustration for the consumer/caller.



## INDEPENDENT LIVING SKILLS TRAINING

One-on-one training helps people with disabilities develop the skills needed to live independently. This may include cooking skills, health maintenance, home management, budgeting, time management, transportation, or resources for continuing one's education. TWP staff focus on working with consumers to teach self-advocacy to ensure that they are given options which reduce the need for support from family members, professional attendants or other caregiving services.



## DEINSTITUTIONALIZATION

TWP provides information about options in the community that are available to individuals who are currently in facilities, or are in immediate risk of entering state institutions or nursing facilities. For people who want to move out of institutions, we also provide assistance in finding housing and other vital service needs as requested by the individual and/or family. Approximately 1,200 others have avoided institutionalization due to the Consumer Directed Services program and TWP advocacy efforts.



## PEER MENTORING

Seven peer mentoring/support groups were offered/facilitated by TWP in 2014. These included LGBTQIA, Mental Health, SCI, Deaf/HH, Women with Disabilities, HIV/AIDS, and TBI Support Groups. We also facilitated a Living Well with Disabilities class and maintenance group. Individual advocacy training is provided on a regular basis to all participants in the programs. Goal attainment is emphasized throughout all programs.



## INDIVIDUAL AND SYSTEMS ADVOCACY

TWP advocates for civil rights and equality by influencing and implementing legislation and policy on the local, state, and federal levels. In addition, we assist individuals with disabilities in acquiring the knowledge and skills to solve problems and achieve goals on their own through self-advocacy. Advocacy covers education, employment, benefits, housing, and all other life skills required in order for individuals to live independently in the community.

## SUMMARY OF FINANCIAL STATEMENT FISCAL YEAR ENDING SEPTEMBER 30, 2014

### INCOME

Government fees for services	\$21,990,574
Government grants	\$372,897
Other fees for services	\$1,036,839
Individual, foundation, corporate support	\$37,121
United Way	\$38,590
Interest and dividends	\$38,900
Realized/unrealized gain on investments	\$27,804
Other	\$96,054
<b>Total Income</b>	<b>\$23,638,779</b>

### EXPENSES

Program	\$19,440,718
Management and general	\$3,484,359
<b>Total Expenses</b>	<b>\$22,925,077</b>

### ASSETS

Total Current Assets	\$4,846,950
Net Property and Equipment	\$6,628,054
<b>Total Assets</b>	<b>\$11,475,004</b>

### LIABILITIES AND NET ASSETS

Total Current Liabilities	\$3,544,725
Total Net Assets	\$7,930,279
<b>Total Liabilities and Net Assets</b>	<b>\$11,475,004</b>

## SOURCES OF INCOME: FISCAL YEAR ENDING SEPTEMBER 30, 2014

2014 Celebration Awards Luncheon Sponsors & Donors (\$100-\$1,250)	
UMB	
BKD, LLP	
David H. Westbrook	
Kutak Rock, LLP	
Greater KC Spinal Cord Injury Association	
Julie Kroenlein	
CES Investment, Inc.	
Dennis Sweeney Business Consulting, Inc.	
John & Mary Turner	
Richard Wetzel	
Debra Craig	
Suzanne & Mike Wiley	
Angela & Christopher Sweeney	
State Street Fund at the Boston Foundation (Employment Services)	\$10,000
Oppenstein Brothers Foundation, Commerce Bank, Trustee (The Whole Family Project)	\$2,500
Tempo Telecom, LLC (General Support)	\$2,500
Assurant Foundation (General Support)	\$2,500
University of Missouri-Kansas City Institute for Human Development (In-Kind Services)	\$1,250
United Spinal Association Grant Spinal Cord Injury Peer Support Group	\$500
PhRMA (Public Policy Program)	\$500
Heartland Combined Federal Campaign-United Way	\$428
Greater Kansas City Community Foundation Greater Horizons Charity Giving Card	\$325
MITC (General Support)	\$200
Missouri Consumer Directed Services (Medicaid Fee for Service)	\$19,823,081
Kansas Personal Care Assistants (KanCare-Medicaid Fee for Service)	\$2,103,298
Kansas Personal Care Assistants (Client Obligation)	\$78,583
Title VII Part C (Federal Independent Living Grant)	\$250,103
Missouri Department of Vocational Rehabilitation (Employment Services)	\$198,124
Missouri Office of Adult Learning and Rehabilitation Services (State Independent Living Grant)	\$74,048
Missouri Department of Social Services (Money Follows the Person, Deinstitutionalization program)	\$63,825
United Way Independent Living Grant	\$32,558

# SPOTLIGHT: YOUTH SERVICES

The Whole Person's Youth Services department provides services that meet the transitional, educational, and social needs of youth with disabilities. Our advocates help youth with disabilities learn the independent living skills needed to make a successful transition into adulthood. The department serves a wide range of ages, ranging from birth to 24 years of age, with many programs tailored for specific age groups. As a new department, Youth Services is working to define the program in its role as a core service.

## The Whole Family Project

The Whole Family Project provides free sign language instruction to families who have a child living in the home with a hearing or speech disability who would benefit learning visual communication. Infants and children up to 12 years are eligible for this program. TWP has a full time Coordinator/Deaf Advocate for The Whole Family program. This allows for growth and an increase in the number of tutors trained to provide services to families in the area. The program helps children who are deaf or hard of hearing or who have become silent due to traumatic brain injuries, other traumas, autism or any other condition that impairs their speech.

TWP ADVOCATES HELP  
YOUTH WITH DISABILITIES  
LEARN THE INDEPENDENT  
LIVING SKILLS NEEDED TO  
MAKE A SUCCESSFUL  
TRANSITION INTO  
ADULTHOOD.

## High School Youth Transition to Independence Program

TWP also has advocates on staff that provide one-on-one advocacy services for any youth that might need independent living assistance. These services include the High School Youth Transition to Independence Program, geared toward transition-age youth, mainly 16-24 years old. The courses take place at high schools in various parts of the community. The staff works with students to aid them with transitioning out of high school and focusing on what they need to learn to be successful in the future. This evidence-based program was developed by TWP. A curriculum was created that addresses transition through the eyes of the advocates at TWP, who have lived through transition themselves. These first-hand accounts from staff are unique. Youth advocates come through the door saying, *"Look I've been there, I've been in your shoes; I understand."* This really attracts the attention of the students. The goal is to increase the number of school partnerships from two to five in 2015.

## Living Well with a Disability

The Living Well with a Disability classes are also part of the transition program. This is an 11-week health promotion and wellness workshop, designed specifically for people with disabilities. One of the goals for the Youth Services program in 2015 is to get a support group started for youth. Currently, this group is being tailored for our deaf and hard-of-hearing youth. Advocates Clark Corogenes and Samantha Roe are responsible for setting up and running this program. The focus is on gathering youth together for friendship, fellowship and sharing ideas.

Long term, TWP would like to add an adaptive sports component in the Youth Services program which would center around recreational activities for youth and their families, with the focus on being active. TWP could help promote healthy eating and recreational sports to help with mental as well as physical health. So many aspects of our lives are affected just by being active, and Youth Services would like to be a positive part of this trend.





## SPOTLIGHT: SPINAL CORD INJURY PEER MENTORING GROUP

Candice Minear, a Disability Rights Advocate at The Whole Person, noticed a need in the community when she started working at TWP. Candice, along with many others with spinal cord injuries, were looking for a way to connect with others in the same situation. She decided to start the Spinal Cord Injury Peer Mentoring Group. The group is targeted toward those 18 years or older with a spinal cord injury who are seeking to connect with others going through the same experiences.

The group began meeting monthly at TWP to discuss topics relating to spinal cord injuries. The participants share information and resources with each other. A Facebook page was developed to allow members to post questions, comments and interesting articles for others to view.

The group soon began to plan a quarterly activity outside of the group setting. They were social activities that allowed the members to have fun with each other. During the summer, they enjoyed the Sea Life aquarium in Kansas City. The cost of the activities this year were supported by a grant from the United Spinal Cord Injury Association.

The challenge of planning the quarterly activities was finding things to do that were affordable and accessible. Everything from parking to accessibility into buildings was considered. The groups utilized apps that were available to help look for accessible parking, bathrooms, etc. One app used was Wheelmate. Yelp also notes if establishments are accessible.

One of the goals of the SCI Peer Mentoring Group is to sponsor a fundraiser for the group to attend more outside activities. Candice would like the event to not only raise funds, but be fun for everyone to attend. It would be a way to put a face with the donations. *“Even though we use wheelchairs, we still want to have fun!”* Candice says.



## PEER SUPPORT GROUPS

Peer groups provide a forum for problem solving, brainstorming, and sharing of concerns, successes, and ways to address issues individually and collectively.

TWP offered seven peer mentoring groups in FY13/14. They included:

- LGBTQIA Social Support Group
- Mental Health Peer Group
- Spinal Cord Injury Peer Mentoring Group
- Deaf Peer Support Group
- Women with Disabilities Support Group
- My New Life Journey: HIV/AIDS Support Group
- Traumatic Brain Injury Support Group

We also facilitated two Living Well with a Disability classes and maintenance groups. Individual advocacy is provided on a regular basis to all participants in the support groups.



## CELEBRATION AWARDS LUNCHEON

The fourth annual Celebration Awards Luncheon was held on Friday, August 15, 2014 in the ballroom of the Intercontinental Hotel in Kansas City. Through this event, TWP recognizes individuals and businesses that are working to further TWP's mission to assist people with disabilities to live independently. Fox 4 News anchor Abby Eden emceed the event. This year's award recipients were Tom and Deborah Craig, Fox 4, and MainCor. The luncheon was sponsored by Kansas City Star Media Company, Blue Cross Blue Shield of Kansas City, and UMB Financial Corporation. 250 people attended the event.

The keynote speaker for the 2014 luncheon was Angela Rockwood, an acclaimed model and actress who returned to acting and modeling following a traumatic car accident in 2001 which left her paralyzed.



## EXPRESSIONS ART SHOW

On May 2, The Whole Person hosted Expressions, a First Friday art show featuring artists with disabilities. The event was held at EventPort 208 in the Crossroads Art District. Expressions this year featured a variety of artwork from 12 local artists with a wide range of physical and mental disabilities. The show gave these artists a chance to display their work and tell their stories in a welcoming and inclusive venue. Artists sold 42 pieces through the show. Guests enjoyed live music, door prizes, and refreshments all made possible by The Francis Family Foundation, Arts KC, and UMB Financial Corporation.



## DISABILITY MENTORING DAY

TWP collaborated with Kansas City area business and community partners to make this event a success. The event is part of a nationwide effort to promote career development for people with disabilities. Employers (private, not-for-profit, governmental, and educational), students, others with disabilities and educators participated. The event hosted 130 attendees.

The goals of Disability Mentoring Day are:

- Enhance internship and employment opportunities for people with disabilities
- Promote disability as a central component of diversity recruitment in fashioning an inclusive workplace
- Dispel employer fears about hiring people with disabilities
- Increase confidence among students and job seekers with disabilities
- Launch a year-round effort to foster mentoring opportunities.



TWP's employment staff participated in both events as well as on the subcommittee. Time was spent providing information, conducting mock interviews, and resume reviews. Resource Development staff also attended to provide education and information.

## HEART OF AMERICA STAND DOWN

Every year, TWP joins the Heart of America Stand Down Foundation in providing resources to veterans. The objective of Stand Down is to provide homeless veterans with access to short-term and long-term resources needed to begin rebuilding their lives. The Foundation has actively worked to combat homelessness with the help of the local community by providing a variety of services and a warm meal during these special events. TWP provided support and resources to over 450 Veterans during the fall event and approximately 750 individuals at the summer event in 2014.



## OUTREACH AND DISABILITY AWARENESS PRESENTATIONS

During 2014, TWP gave Outreach and Disability Awareness Presentations to audiences at:

- 60 area nursing/rehab facilities
- 13 area school districts
- 45+ community businesses, organizations, councils and medical communities

Presentations were also provided to community partners at TWP.



## ADA COMPLIANCE STUDIES

TWP staff members conducted a series of ADA compliance studies with 32 branches of the Mid-Continent Public Library in Cass, Clay, Jackson and Platte Counties.



## SYSTEMS ADVOCACY

TWP maintained an advocacy presence in Jefferson City and Kansas City, Missouri to increase visibility with local, state, and national law and policy makers in the following ways:

- Testified for both the house and senate on the importance of expanding Medicaid for people with disabilities
- Worked on supporting legislation extending the Ticket to Work program
- Organized two events providing consumers the opportunity to travel to Jefferson City to educate legislators on the needs of Missourians with disabilities
- Provided testimony for Kansas City Missouri City Council on the need to restore voter designated KCATA funding
- Testified in favor of the City anti-bullying ordinance
- Met with the City Manager to promote more effective snow removal policies impacting people with disabilities
- Presented on the ADA, disability etiquette, service animals and related topics for businesses, in university settings and to other organizations
- Interacted with media on disability related topics, garnering print and local television news coverage on issues faced by people with disabilities.





## VOLUNTEER PROGRAM

TWP works to promote advocacy, self-empowerment, independence and integration into the community for people with disabilities.

Volunteers put these principles into action by providing administrative support in our offices, helping consumers with household chores, helping consumers move, and assisting with special events.

Volunteers help expand services, offset financial limitations, serve as morale boosters, and allow staff to attend to daily responsibilities. And because nearly 75% of TWP's volunteers have a disability, these volunteers enhance TWP's presence in the community, becoming advocates and ambassadors for independent living.



## EQUAL ACCESSIBILITY

TWP employs staff who have firsthand knowledge of accessibility compliance including staff members who are blind or visually impaired, who use wheelchairs, have mobility disabilities and who are deaf and hard of hearing. TWP staff assures accessibility by providing interpreters, captioning, and printed materials in accessible formats at community events. The Whole Person also works with sponsors of TWP events to ensure that locations for these events are accessible.

TWP's office building is totally accessible incorporating the principles of Universal Design. The building offers automatic doors throughout as well as accessible restrooms. Both multi-stall and individual accessible restrooms are located on each floor of the building. There are multiple accessible conference and meeting rooms. Elevators are equipped with Braille as well as a speaker which announces the floor and direction. The building also offers a fully equipped resource room which is completely accessible to persons with all types of disabilities. It also includes the ability to print in Braille.

All TWP printed materials (both in PDF and Word formats) can be accessed by a Jaws reader, and they are available in large print. As requested, audio CDs are also produced, and information presented in video format is captioned.

TWP staff members serve on boards of various committees, groups and local organizations both in the private sector as well as through local and state government agencies for the purpose of attaining equal access for all. We also encourage our consumers to become involved. Our CEO, COO and CFO as well as our Board of Directors are actively involved in outreach throughout the community, and they serve on numerous cross-disability committees and boards in both the private and government sectors.



## CONSUMER SERVICES

Consumers requested and received more than 7,000 services in addition to their independent living core services.

	Consumers who requested services	Consumers who received services
Advocacy/Legal Services	322	282
Assistive Technology	78	76
Children’s Services	5	3
Communication Services	68	50
Counseling and Related Services	20	19
Family Services	1	1
Housing, Home Modifications, Shelter Services	26	25
Independent Living and Life Skills Training	134	130
Information and Referral Services	5,134	5,132
Mental Restoration Services	7	7
Mobility Training	1	1
Peer Counseling Services	136	120
Personal Assistance Services	1,539	1,037
Physical Restoration Services	0	0
Preventive Services	8	8
Prostheses, Orthotics, Other Appliances	0	0
Recreational Services	17	17
Rehabilitation Technology Services	0	0
Therapeutic Treatment	1	1
Transportation Services	20	20
Youth/Transition Services	78	43
Vocational Services	193	182
Other Services	151	143
<b>TOTAL</b>	<b>7,939</b>	<b>7,297</b>

## INCREASE INDEPENDENCE

TWP consumers worked with Independent Living Specialists to set goals related to the following significant life areas in order to increase their independence:

- Self-Advocacy and Self-Empowerment
- Communication
- Mobility/Transportation
- Community-Based Living
- Educational
- Vocational
- Self-care
- Information Access/Technology
- Personal Resource Management
- Relocation from a Nursing Home or Institution to Community-Based Living
- Community/Social Participation
- Other Custom Goals

THE INDEPENDENT LIVING PHILOSOPHY ASSUMES THAT PEOPLE WITH DISABILITIES ARE THE BEST EXPERTS ON THEIR LIVES. THEREFORE, THEY INHERENTLY HAVE THE RIGHT TO MAKE ALL DECISIONS REGARDING ANY ASPECT OF THEIR LIVES, NO MATTER THEIR DISABILITY.

## COMMUNITY RELATIONS

The Whole Person provides education on disability etiquette, including reasonable accommodations and accepted social interaction, as well as why disability awareness is important. We support and train businesses that employ people with disabilities and offer assistance completing ADA accessibility assessments. TWP is active in our community, networking with local partners and providing information and referral services.

To arrange a presentation, invite TWP to your community event, or to receive information, contact Terri Goddard, Resource Development Manager at [tgoddard@thewholeperson.org](mailto:tgoddard@thewholeperson.org), or call 816-627-2220.

## VOLUNTEER

Volunteers provide support for the people we serve by utilizing their leadership skills, talents and passion to advance the mission of The Whole Person. Volunteers are the heart of The Whole Person!

We would love to have you join us as a volunteer! For more information or questions, please contact Mary Pat Mahoney at (816) 627-2203 or [mmahoney@thewholeperson.org](mailto:mmahoney@thewholeperson.org).

## JOIN OUR EMAIL LIST

Signing up for our email list is a great way to stay connected to TWP. You'll receive information on upcoming events, updates on our programs, volunteer opportunities, and ways that you can contribute. Visit our website to sign up.

## MEDIA CONTACTS:

For media inquiries, interviews or statements, please contact contact:

Terri Goddard  
Resource Development Manager  
816-627-2220  
[tgoddard@thewholeperson.org](mailto:tgoddard@thewholeperson.org).

## SUPPORT INDEPENDENT LIVING!

Independent living is about making one's own choices, being fully integrated into society, and having equal opportunities. The Whole Person doesn't just promote this philosophy: we live it. In addition to the people we serve, over 58% of TWP's board, staff, and volunteers are people with disabilities. We understand the challenges; you can join us as we empower others to lead their lives with self-determination.

Show your support for independent living by donating to TWP at [www.thewholeperson.org](http://www.thewholeperson.org). Your generous gift will support vital programs that empower people with disabilities to live, work, and enjoy their lives with independence, opportunity, and dignity.

For more information, contact Terri Goddard, Resource Development Manager at [tgoddard@thewholeperson.org](mailto:tgoddard@thewholeperson.org) or at 816-627-2220.

## GIVING OPPORTUNITIES

### Contributions from Individuals, Honorariums and Memorials

Your generous support can make a significant difference in the lives of people with disabilities. Through your contribution, you may choose to honor or memorialize a friend or loved one. We will send a card of acknowledgement to whomever you choose.

### Corporation and Foundation Gifts

Donations from corporations and foundations enable the continuation of our programs and services for people with disabilities.

### Planned Giving

Testamentary or planned gifts allow donors and families an opportunity to create a legacy that will provide meaningful support for years to come. For more information on planned giving, contact Terri Goddard, Resource Development Manager at [tgoddard@thewholeperson.org](mailto:tgoddard@thewholeperson.org), or call 816-627-2220.

## SOCIAL MEDIA



“Like” our Facebook page to view photos, videos, articles, industry updates, event announcements, volunteer opportunities and more! It is a great place to see what is going on at The Whole Person! We are also on Twitter, Pinterest, LinkedIn, YouTube, Vimeo, Google+ and Instagram.

## CONTACT US

For information regarding our full range of programs and services and ways you can make a difference, contact us at:

3710 Main Street, Kansas City, MO 64111

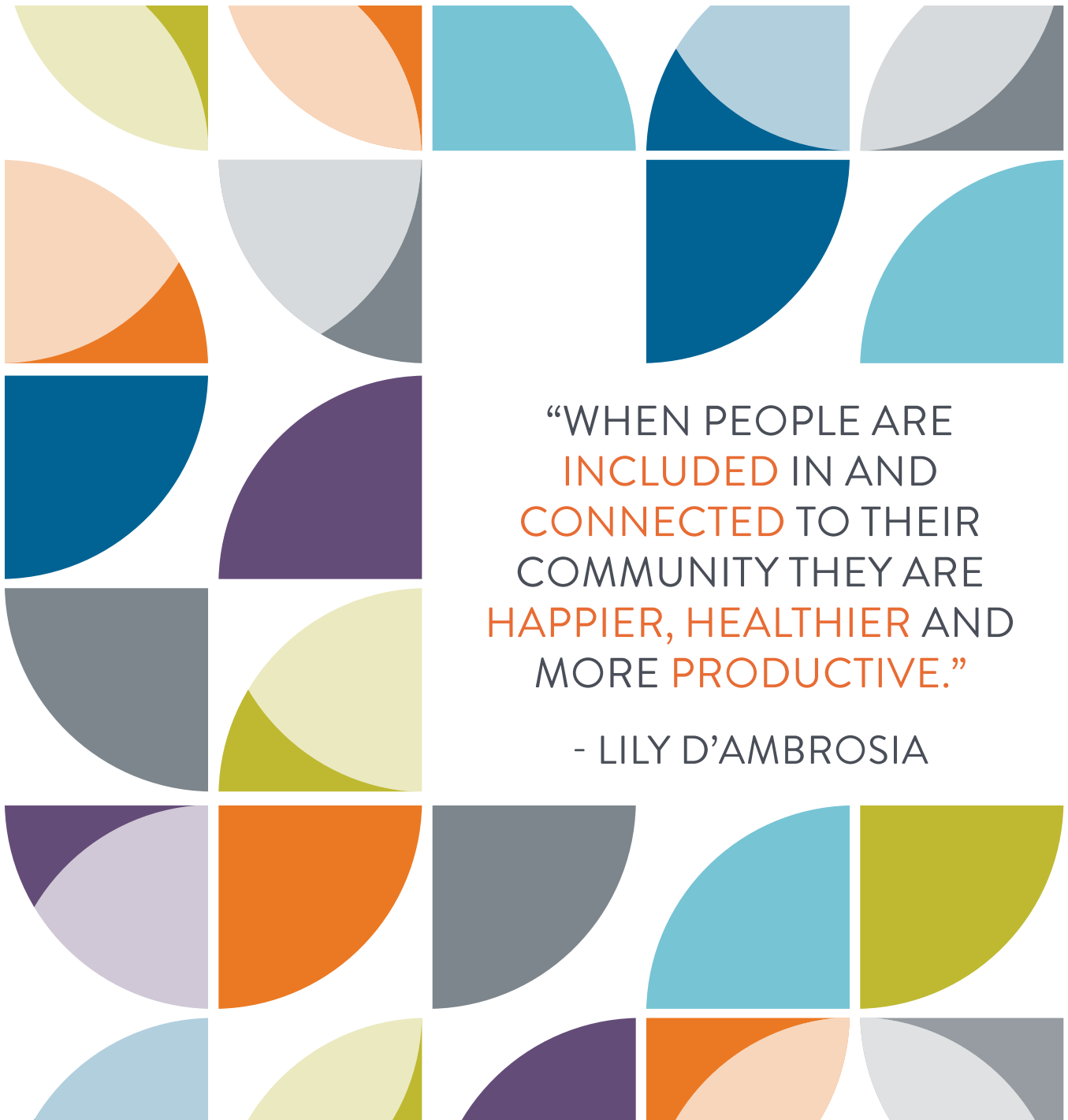
phone: 816.561.0304

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[thewholeperson.org](http://thewholeperson.org)



“WHEN PEOPLE ARE INCLUDED IN AND CONNECTED TO THEIR COMMUNITY THEY ARE HAPPIER, HEALTHIER AND MORE PRODUCTIVE.”

- LILY D’AMBROSIA



**Connecting people with disabilities to the resources they need**

3710 Main Street, Kansas City, MO 64111 • 816-561-0304 • [thewholeperson.org](http://thewholeperson.org)