



The Whole Person

People with Disabilities Leading Independent Lives

2010 ANNUAL REPORT





MISSION STATEMENT

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

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MESSAGE FROM THE EXECUTIVE DIRECTOR

The Whole Person continued to grow throughout FY2010 while meeting an ever increasing demand for independent living services. Adhering to a policy of sound and conservative fiscal management, we strengthened our reserves while expanding our capacities to provide services.

Building upon our success in 2009, the Marketing and Communications Department had another great year in 2010 communicating the work and services of TWP to the community. Two key functions, Resource Development and Volunteer Program Management, were added to the

team and their expertise made it possible to pursue additional resources and opportunities. A successful, award-winning media campaign was initiated which made it possible to reach people who were not aware of all the services that TWP provides to Consumers and to those who could benefit from our programs. A new website was launched which provided a clear visual image of what The Whole Person is all about. We initiated a local effort to celebrate the 20th anniversary of the signing of the Americans with Disabilities Act and sponsored a town hall meeting with Mayor Mark Funkhouser to discuss issues related to disability. In 2011, the marketing plan is to build upon the momentum of 2010, growing our presence in the six-county area – connecting all people with disabilities to the resources they need.

As a direct result of our careful planning and prudential fiscal management, we continued to greatly expand the services offered by our Independent Living Services program.

- As a result of targeted outreach, we increased services to children and youths by 20% and to persons 60 and older by 21%.
- The number of youths we assisted through our transition services increased by more than 50%.



- The number of people receiving Deaf services increased by 33%.
- Our efforts to bring our services to the rural communities within our service area resulted in a 21% increase in the number served in those communities.
- After inaugurating a program to increase services to unserved and underserved populations, we increased services to people with mental disabilities as well as to those who are veterans with traumatic brain injuries. Additionally, we saw significant increases in our services to all racial and ethnic minority groups (23-53%).
- Our employment services team continued to help participants realize goals that included employment with the number of those served more than doubling over the previous year.
- Accessing a resource called "Money Follows the Person", we assisted eleven people in their transition from institutional settings to independence in the communities of their choice.

By the end of the year, we were well on our way to achieving many of the goals we established by our FY2010-2012 Strategic Plan. This three-year plan provides a comprehensive statement of our vision and mission. When the Board of Directors adopted the plan in FY2009, they intended that it be a working document guiding and inspiring improved and expanded services, especially to those participants we had identified as "unserved or underserved". The plan lays down clear action steps to meet goals set in the management of market; costs, revenues and value; quality; and programs, services and access.

The 2010 fiscal year saw The Whole Person take bold steps forward following a careful assessment of opportunities. We again ended the year on a strong note while identifying new challenges to be faced in the new fiscal year. We stepped boldly from 2010 to 2011, made confident by our experience of preceding years, in our ability to find the ways and means to increase the quality and scope of our services to people with disabilities.

Thank you for your interest in The Whole Person and our work.

David C. Robinson, EMRA
Executive Director

lives

CONNECTING
people
with disabilities
TO THE **RESOURCES**
they need

The Whole Person

People with Disabilities Leading Independent Lives

4

thewholeperson.org | 816.561.0304

AIRCRAFT

ABOUT THE WHOLE PERSON

The Whole Person is a private nonprofit, non-residential Center for Independent Living that was founded in 1978. We offer a full range of community-based, consumer-driven services to people with disabilities that are offered without charge to all persons with significant disabilities.

In providing these services, we promote consumer control, choice, self-direction, empowerment, independence, self-reliance, self-help, self-advocacy and integration into the community, with an emphasis on peer relationships and peer role models.

WHO WE SERVE

- People with disabilities
- Parents, spouses, siblings and significant others of people with disabilities
- Schools
- Businesses
- Local government agencies
- Volunteer organizations
- Hospitals, health organizations and the medical community
- Civic organizations
- Churches/religious organizations
- Veterans
- Any individual or organization seeking assistance

A key part of our charter is to be consumer controlled as well as consumer focused. A majority of our board of directors and staff are people with disabilities.

FUNDING

The Whole Person receives its base funding to operate as a center for independent living (CIL) from the U.S. Department of Education through the Rehabilitation Services Administration (RSA) under Title VII, Part C, of the Rehabilitation Act. Additional funding is derived from grants from the State of Missouri, fees-for-service programs, and Heart of America United Way.



MOVING FROM NURSING HOME TO "OUT ON MY OWN"

Don Morris enjoys taking walks and playing with his puppy Sam, a Rottweiler and Chow mix. But just a few months ago, Don was living in a nursing facility where owning a pet and taking walks would not have been possible.

"I had some problems with cancer and wasn't able to take care of myself, so I had to live in a nursing home," recalls Don. "I didn't like it. I wanted to do things on my own. And there was no privacy, I couldn't even talk on the phone without someone overhearing."

Don wanted to get out of the nursing facility and regain his independence. He called the The Whole Person after hearing about it from another nursing home resident and they helped him get money for an apartment and a caregiver. Don is now living independently, able to care for himself and enjoy his hobbies.

"Everything is going very well now," says Don. "I can go grocery shopping and my caregiver helps me do other day-to-day things. I'm just so happy to be out on my own."

"Everything is going very well now. I'm just so happy to be out on my own."

- Don Morris

INDEPENDENT LIVING SERVICES

The Whole Person offers a broad range of services to individuals with disabilities to increase their ability to perform day-to-day activities and decrease their dependence on family members, professional attendants or other care-giving services. Through peer mentoring, we share our personal experiences and knowledge, or connect an individual with someone who can relate to the many changes and challenges that someone is faced with when adjusting to a disability, experiencing changes in life, or learning to use services more effectively.

One-on-one independent living skills training helps people with disabilities acquire the skills they choose to have in order to live independently. This may include cooking, health maintenance, home management, budgeting, time management, transportation, and resources for continuing one's education.

We provide up-to-date information and referral on other needed services and support, such as adaptive equipment, transportation, accessible housing and other issues. We also provide referral services to groups and agencies that handle specific issues or programs pertinent to an individual's needs. This includes information and assistance for people who want to move out of institutions or are at immediate risk of entering state institutions or nursing facilities.



SHELLEY

The N... Person

les Leading Independent Lives

Big Thankyou

VOLUNTEER USES PERSONAL EXPERIENCE TO INSPIRE OTHERS

Shelley Dale was in a near fatal car accident on July 2, 2004, and suffered a traumatic brain injury. She spent 12 weeks at North Kansas City Hospital.

For a long time, she could not carry on a conversation with anyone or watch television. Her mind would get exhausted in the effort to keep up with what was going on around her. She repeated herself all the time, unable to remember what she had just said. Slowly, she began to work through these issues with the help of family and friends, though she is still dealing with symptoms of ADD and ADHD, as well as anxiety issues.

"My world changed in a split second," says Shelley. "My brain has been injured and it may never be completely healed. But that doesn't stop me. I try my best to use all my resources to learn what I need to learn."

Shelley now volunteers at The Whole Person in the hope that she can inspire others by showing what is possible with therapy and will power. Her future plans are to become an Occupational Therapy Assistant.

"I want to be in the corner of the injured, pushing them to continue to fight, and to never give up," says Shelley. "I want to be the one telling them that they can do it, just like I have done."

PERSONAL ASSISTANT SERVICES

The Consumer Directed Services Program in Missouri helps people with significant physical disabilities obtain assistance with personal care and daily activities to maintain or increase their independence. This includes services in the home such as meal preparation, cleaning and personal hygiene. The goal is to provide individuals more personal autonomy in determining how best to meet their own care needs.

The cost of these services is covered by Missouri Medicaid (MO HealthNet) and is administered by the Missouri Department of Health and Senior Services (DHSS). The Whole Person contracts with DHSS to provide case management and payroll services for the program.

For our Kansas consumers, the Personal Care Assistance Program helps individuals stay in their homes and avoid nursing home placement. The program has services specifically designed for people 16-64 years of age who have physical disabilities or have traumatic brain injuries, as well as people 65 and up who are frail and in need of long term care to accomplish their daily routines and activities.



CAST N' BLAST

Cast N' Blast is an annual event offering people with disabilities an opportunity to try out recreational sports such as archery, fishing and air rifles. In addition to staff and participants from The Whole Person, we were joined by the Rainbow Center, West-Central Independent Living Solutions, Truman Neurological Center and the Individualized Creative Alternative Network. Special assistance for this event was provided by the Missouri Department of Conservation.

EMPLOYMENT

The Whole Person helps individuals with disabilities identify ways to improve career opportunities and find permanent, integrated, and competitive employment. We focus on people's abilities and interests, not their limitations. We help them create a career development plan to define, develop and pursue their preferences, contributions and desired conditions for employment. Our desire is to help them to discover the potential contributions they have to offer to potential employers.

The first step is to create a vocational profile to guide their immediate job search and provide the foundation for their long-term career development. We take a proactive, problem-solving approach to help them assess their vocational interests and learning style, identify potential barriers and accommodations, and develop their personal network of support. This information can then be matched to employers consistent with their identified vocational interests.

The Whole Person provides individual assistance to help consumers effectively identify, apply for, and retain jobs that are consistent with their identified vocational preferences, skills and interests. They expand their job search skills through the use of a vocational discovery process used to identify their needs, interests, education and experience. From this information, we can develop a road map for career and job search success.

We also support them by providing assistance with resume writing, mock interviewing, as well as identifying supports, accommodation and adaptive technology needs. We provide pre-employment and employment readiness instructional assistance, along with post-placement support.



THE WHOLE FAMILY PROJECT

The Whole Family Project helps families of children who are deaf, hard of hearing or non-verbal (due to other conditions such as Down syndrome, cerebral palsy or childhood apraxia), learn to communicate by offering free sign language instruction to help families better communicate with their children.

*"We couldn't
do this without
The Whole Family Project.
My family will
be forever grateful
for allowing us to be
a part of this program."*

*– Karen Traxel, stepmother of
Abby Traxel, The Whole Family
Project participant*

Through individualized instruction in sign language, The Whole Family Project seeks to increase the ability of families to communicate with their children who are deaf or non-verbal, while increasing their knowledge and understanding of deafness, the deaf community and available options for their children. It employs tutors with a wide variety of sign language experience and backgrounds – including interpreters, family members of a deaf individual or who are deaf themselves – who tailor lessons to meet the unique communication needs of each family.

The Whole Family Project maintains a library of additional resources that can be checked out through the family tutors. This includes sign language textbooks, Autism Spectrum and dictionaries and books on deaf culture, as well as a collection of videotapes of popular children's stories and movies that are simultaneously signed and instructional videos in American Sign Language.



STAFF GOES ABOVE AND BEYOND THE CALL OF DUTY

J. J. Jones, Deaf Services Manager, gets excited about helping people. Last year, he helped to recruit 24 deaf boys and girls age 8 to 14 to learn three different sports. Sertoma and The Whole Person hosted a four-day sports camp to teach them how to play baseball, lacrosse and soccer.

"We had several deaf role models teaching them sports," says J. J., who has been the head coach of this camp for 14 years. "I was able to recruit deaf or hard of hearing assistant coaches to teach the campers."

J. J. has also been helping deaf Hispanic consumers make operator assisted calls. He trains them to use a special system called a "Spanish Video Relay Service" that allows them to use American Sign Language to indicate to the operator to speak Spanish to their family members and friends. And he is teaching other international deaf consumers to use a world video service.

"My high priority is making sure all deaf consumers can take advantage of these tools to be independent to communicate to anyone," says J. J. "Communication is very important to anyone!"

ADVOCACY

For more than 30 years, The Whole Person has been a leader in representing people with disabilities in the greater Kansas City metropolitan area. We increase awareness of disability issues and promote positive changes within the community. We advocate for the civil rights and equality of people with disabilities by influencing and implementing legislation and policy at the local, state and federal level. We also provide education, outreach and enforcement to increase community knowledge about accessibility issues and offer information and recommendations regarding accessibility features and designs.



MEETING A ROLE MODEL

The Whole Person sponsored a table at MOSCA's 35th Anniversary Celebration so that students with The Whole Person's Deaf Services Program could meet Academy Award winning actress Marlee Matlin. Widely known for her motion picture debut in "Children of a Lesser God," Matlin has served as a role model for more than 25 years.

Pictured above from left to right are Hannah Mehner, Joanne Harris, Marlee Matlin, Emily Harnacker, Patricia Young, Andrea Velazquez, Emily Olson and Charilla Thomas.

DONOR ACKNOWLEDGEMENT

The Whole Person gratefully acknowledges the generous financial support from individuals, corporations, foundations and others who have contributed to the mission of The Whole Person for the fiscal year 2009–2010.

COMMUNITY PARTNERS

Our affiliations with Kansas City businesses and our partnerships with local organizations expand opportunities for our participants. We wish to express our appreciation to the following partners:

Kansas City Parks and Recreation
Department

Rose Brooks Center

The Rehabilitation Institute
of Kansas City

People First

City of Kansas City, Missouri

UMKC Institute of Human
Development

Jewish Vocational Services

Catholic Charities

Bayer Animal Health

First Step Fund

National Benefits Center

Multi Service Corporation–North
America

Missouri Career Center

UMB Bank

Missouri Gas Energy

Rehabilitation Services for the Blind

Missouri Career Center

Walgreens

KCMPACT, Parent Training and
Information Center

University of Kansas Hospital

Ernst and Young LLP

Yellow Transportation, Inc.

YMCA of Greater Kansas City

WSI in partnership with H&R Block

Metropolitan Community Colleges

Kansas City Missouri School District

Blue Valley School District

We also collaborate with:

Local School Districts

Local Chambers of Commerce

Area Colleges and Universities

Local Government Agencies

Hospitals, Health Organizations and
others in the medical community



FINANCIAL SUMMARY – THE WHOLE PERSON

Statement of Financial Position for Fiscal Years Ending September 30

ASSETS	2010	2009
Current Assets		
Cash and cash equivalents	\$ 1,201,488	\$ 2,431,166
Investments	2,578,473	2,102,337
Accounts receivable, net of allowance; 2010 - \$8,559 2009 - \$0	1,800,179	1,201,184
Promises receivable - United Way	10,988	15,000
Prepaid expenses	40,540	58,128
Total Current Assets	5,631,668	5,807,815
Property and Equipment, at Cost		
Net of accumulated depreciation: 2010 - \$227,276 2009 - \$139,937	175,969	210,223
Total Assets	5,807,637	6,018,038
LIABILITIES AND NET ASSETS		
Current Liabilities		
Accountants payable	34,796	116,978
Accrued payroll and withholdings	782,068	474,861
Accrued vacation pay	59,346	4,595
Accrued expenses	-	66,024
Total Current Liabilities	876,210	662,458
Net Assets		
Unrestricted		
Undesignated	2,020,439	2,440,580
Board designated	2,900,000	2,900,000
Temporarily restricted	10,988	15,000
Total Net Assets	4,931,427	5,355,580
Total Liabilities and Net Assets	\$ 5,807,637	\$ 6,018,038



FINANCIAL SUMMARY – THE WHOLE PERSON

Statement of Activities for the Fiscal Year Ending September 30, 2009

SUPPORT AND REVENUE	Unrestricted	Temporarily Restricted	Total
Support and Revenue			
Government fees for services	\$ 15,080,799	\$ -	\$ 15,080,799
Government grants	457,807	-	457,807
Other fees for services	103,255	-	103,255
Contributions and other grants	7,411	-	7,411
United Way support	33,741	10,988	46,729
Interest and dividends	74,852	-	74,852
Realized and unrealized gain on investment	18,717	-	18,717
Other	46,572	-	46,572
Net assets released from restriction	15,000	(15,000)	-
Total Support and Revenue	15,840,154	(4,012)	15,836,142
EXPENSES			
Program	13,479,402	-	13,479,402
Management and general	2,780,893	-	2,780,893
Total Expenses	16,260,295	-	16,260,295
Change in Net Assets	(420,141)	(4,012)	(424,153)
Net Assets, Beginning of Year	5,340,580	15,000	5,355,580
Net Assets, End of Year	\$ 4,920,439	\$ 10,988	\$ 4,931,427



STATISTICS

AGE	<i>NUMBER OF CONSUMERS</i>
Under 5 years old	21
Ages 5 – 19	53
Ages 20 – 24	68
Ages 25 – 59	1124
Age 60 and Older	340
Age unavailable	2

RACE AND ETHNICITY	<i>NUMBER OF CONSUMERS</i>
American Indian or Alaska Native	18
Asian	23
Black or African American	778
Native Hawaiian or Other Pacific Islander	5
White	741
Hispanic/Latino of any race or Hispanic/ Latino only	36
Two or more races	4
Race and ethnicity unknown	3

INDIVIDUALS SERVED BY COUNTY DURING THE REPORTING YEAR

<i>COUNTY NAME</i>	<i>NUMBER OF COUNTY RESIDENTS SERVED</i>
Cass - Missouri	51
Clay - Missouri	79
Jackson - Missouri	1168
Johnson - Kansas	90
Leavenworth - Kansas	25
Platte - Missouri	21
Wyandotte - Kansas	109
All other Missouri and Kansas Counties	65

INDIVIDUAL SERVICES	<i>CONSUMERS RECEIVING SERVICES</i>
Advocacy/Legal Services	74
Assistive Technology	134
Communication Services	42
Counseling and Related Services	14
Housing, Home Modifications, and Shelter Services	84
Independent Living Skills Training and Life Skills Training	95
Information and Referral Services	1815
Peer Counseling Services	64
Personal Assistance Services	1101
Recreational Services	15
Transportation Services	29
Youth/Transition Services	46
Vocational Services	212
Other Services	291



PCA
Personal Care Attendant

**Sharon
Smith**

Consumer
Anna
Smith

SERVICES

The Whole Person serves people across the full range of physical and mental disability:

Amputation	Learning Disability
Arthritis	Lupus
Brain/Head Injury	Mental Illness
Cancer	Muscular Dystrophy
Cardiac Conditions	Multiple Sclerosis
Cerebral Palsy	Polio
Chronic Fatigue Syndrome	Renal Conditions
Degenerative Disease	Respiratory Conditions
Developmental Disability	Spina Bifida
Diabetes	Spinal Cord Injury
Environmental Sensitivity	Stroke
Epilepsy	Multiple Chemical
Fibromyalgia	Sensitivity
Hearing Impairment	Visual Impairment
HIV/Aids	



BOARD OF DIRECTORS

President | Brian Ellefson
Vice President | Joe Marvil
Secretary | H. Lon Swearingen
Treasurer | Venkata (Venky) Vadlamani

Joann Davis
Kirk Goodman
Chuck Lavery
Theresa Mayfield
Rick O'Neal
Dan Smith
Timothy L. Urban
Caron Wells
Chris Wilson

Executive Director | David Robinson

LOCATIONS

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The Whole Person

People with Disabilities Leading Independent Lives

"Independent living is nothing less than being fully integrated into one's community of choice as an equal participant. Everything else is just details."

*David C. Robinson, EMRA
Executive Director*

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