

Ozark Action, Inc.

**P.O. Box 588/710 E. Main St.
West Plains, MO. 65775**

Agency Reference Guide

***OAI* Mission Statement:**

**To seek and utilize available
resources to effectively assist
individuals, families and communities
to achieve their highest levels of
self-sufficiency, thereby, decreasing
the levels of poverty throughout
OAI's service area.**

COMMUNITY SERVICES

Community Services Department

The CSBG staffs' primary objective is to obtain the information needed during an initial intake visit to provide a comprehensive assessment that will connect families with resources, from inside as well as outside Ozark Action, Inc., to provide stability and to reduce barriers that prevent self-sufficiency.

Emergency Services:

Emergency Food Pantries are available in some areas- contact your outreach office for more information.

Utility Assistance: Emergency assistance for heating bills is available mid-October through May and June through August for cooling bills.

Rental & Down Payment Assistance when funds are available; subject to eligibility guidelines.

Other CSBG Services:

HUD: Application process for HUD Section 8 rental assistance.

Weatherization: Application process for making the home energy efficient.

Life Skills Workshops: such as Financial Planning, Parent Education, Nutrition/Shopping Skills, Time/Stress Management, Taking Care, Better Employment Skills, Weatherization and Renters Video.

Family Support Case Management: Helping people to find employment or further their education.

Community Resource Development Projects:

Back to School Fair: Child related services and school supplies offered at the fair in addition to referrals to needed health services.

Tax Assistance: Assistance with filing Income Taxes for low-income that are EITC eligible.

Cars-for-Careers: program that gives cars to those who meet the requirements and are in of need reliable transportation for work or school- based on availability of vehicles and funding.

Youth Summit: Civic and community involvement of teens; while learning teamwork and leadership skills.

Air Conditioners: provided for those with a medical need for use during the summer months, contact outreach office for availability.

Community Services Staff

Carlene Mahan
18 Court Square
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cmahan@oaiwp.org

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901 E. Main St.
Willow Springs, MO 65793
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Alton Court House
P.O. Box 248
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(417) 778-7470
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Sue Lawson & Teresa Arthur
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Main Office
P.O. Box 588/710 E. Main St.
West Plains, MO 65775

Toby Atkinson- Ext. 233

Angie Berry- Ext. 232

Kay Eding- Ext. 231

Shelly Mead- Ext. 245

Carol Cunningham
Ava Head Start Center
1600 S.W. 10th Way
P.O. Box 756
Ava, MO 65608
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Mtn. Grove, MO 65771
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Shawnya Montgomery
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417-256-6147 417-256-2378 (FAX)

Strategic Initiative Developer/EA Supervisor
tatkinson@oaiwp.org

Community Service Rep.
aberry@oaiwp.org

Community Service Rep.
keding@oaiwp.org

Community Service Rep.
smead@oaiwp.org

WORKFORCE DEVELOPMENT

WIA & CAP

The goal of the Workforce Development Department is to assist customers in meeting their educational or occupational goals. Assistance is available to low-income youth (14-21 years of age) and adults (age 21 and over) in need of basic education, work experience or educational training. Assistance is also available to Dislocated Workers (an individual who has lost their job due to lay-off or plant closure) who need on-the-job training or occupational skill training. To find out more information and complete an application, individuals can contact their local OAI office.

Orientation & Job Search Assistance: Orientations are provided to all interested customers when they walk in the door. This also includes giving customers the opportunity to complete a job search through *Great Hires* (previously Missouri Works) with a case manager or on their own at one of the computers located in the resource room in the Workforce Development Department.

Work Experience Program: Provides work experience to those individuals who are new to the workforce, as well as those who have been out of the labor market for a length of time. This program informs participants of up-to-date job seeking & job keeping skills.

Training Activities:

- **Basic Education** is for individuals who are interested in obtaining their GED. Classes are held locally at the Adult Learning Center.
- **Classroom Occupational Training** provides financial assistance for educational training. The customer can enroll in an appropriate educational program with an approved training provider to learn the skills necessary to qualify for specialized occupations.
- **On-the-Job Training** lets customers earn while they learn. This program allows employers to train workers at a lower cost while giving the customer the skills they need and full-time employment after training is completed.

Supportive Services: Services available to those individuals participating in the above programs include, but are not limited to, assistance with childcare and transportation.

Career Assistance Program: Provides Case Management to Temporary Assistance applicants and recipients who have been referred to us from Family Support Division.

WIA & CAP Staff- Central Office (417) 256-6147

Lisa Roark- Director	lroark@oaiwp.org	Ext. 250
Jody James- Program Manager	jjames@oaiwp.org	Ext. 252
Debbie Lambert- Receptionist	dlambert@oaiwp.org	Ext. 248
Cindy Cowens, WIA & CAP Howell & Oregon Counties	ccowens@oaiwp.org	Ext. 251
Scott Davis- Education Case Manager	sdavis@oaiwp.org	Ext. 255
Brenda Dennis- Rapid Response/Dislocated Worker	bdennis@oaiwp.org	Ext. 253
Dan Dexter, WIA Wright County	ddexter@oaiwp.org	Ext. 259
Anita Eacret, Assessment Technician	aeacret@oaiwp.org	Ext. 266
Angie Finley, CAP- Career Center	afinley@oaiwp.org	Ext. 265
Kathleen Hale, CAP Willow Sprgs & Mtn. View	khale@oaiwp.org	Ext. 265
Chris Johnson, Education Case Manager	cjohnson@oaiwp.org	Ext. 254
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Julie Rasmussen, WIA Texas County	jrasmussen@oaiwp.org	Ext. 267
Tammy Redeker, WIA Howell County	tredeker@oaiwp.org	Ext. 264
Shavonne Ousley, CAP- Texas County	sousley@oaiwp.org	Ext. 256
Tammie Watson, WIA Douglas & Ozark Counties	twatson@oaiwp.org	Ext. 263
Ryan York, CAP Ozark & Douglas Counties	ryork@oaiwp.org	Ext. 258
Priscilla Smith, CAP Howell County	psmith@oaiwp.org	256-3158
Shirley Smith- WIA Career Center	smith@oaiwp.org	256-3158

HOUSING

American Dream Home Ownership

New Home Construction: Building moderate-income houses in the six-county area.

Homebuyer's Training Courses: Available to any future homebuyer. No income requirements.

Down-Payment Assistant Grants: Grants available to help with down payment or closing costs.

Contact Terry Sanders- Housing Director for more info; Ext. 280.

Ozark Properties, Inc.

Affordable & Quality Housing for eligible persons.

Main office at West Plains Central Office.

Joyce Sanders- Manager jsanders@oaiwp.org Ext. 293

Mt. View Apartments

Site Mgr: Joyce Sanders
P.O. Box 588
West Plains, MO 65775
(417) 256-1595

Seminole Apartments

Site Mgr: Emogene Clevenger
892 S. Thayer Ave., #5-A
West Plains, MO 65775
(417) 256-1595

Fox Trot Apartments

Site Mgr: Syrena Van Eaton
Route 6 Box 6552, #25
Ava, MO 65608
(417) 683-3349

Deer Lick Apartments

Site Mgr: Stephanie Spells
220 Carter Box 19
Licking, MO 65542
(573) 674-2455

Augusta Oaks Apartments

Site Mgr: Linda Crase
101 Arden Lane
Thayer, MO 65791
(417) 264-2760

Hartville Apartments

Site Mgr: Syrena Van Eaton
7474 Highway Z
Hartville, MO 65667
(417) 741-6692

HUD- Subsidized Housing

The HUD program assists very-low income families, the elderly, and the disabled to afford decent, safe, sanitary, and affordable rental housing. Rental Assistance is provided on behalf of the family, allowing the family to select their own home. Families may choose any housing that meets the requirements of the program. Generally, the family will pay 30% of their adjusted income toward housing cost (rent + utilities) with the balance in the form of rental assistance. A waiting list applies to all assistance.

Weatherization

Weatherization (WX) helps low-income families conserve energy, save money, and improve their living conditions. It is a free service for homeowners or renters who qualify. WX crews insulate and repair homes to make them more energy efficient. It also can make a home warmer during the winter and cooler during the summer, in return saving heating and cooling dollars.

All applicants must meet income guidelines. Renters must have owner approval and owner participation to receive services. Applications for WX are accepted by appointment at the OAI office in your area. If you qualify, all work and materials are provided at no cost to you!

Terry Sanders- Director

tsanders@oaiwp.org Ext. 280

Jim Collins, Field Service Manager

jcollins@oaiwp.org Ext. 281

Gloria Duncan- Housing Division Coordinator

gduncan@oaiwp.org Ext. 285

Velita Jewell- Housing Inspector

vjewell@oaiwp.org Ext. 283

Ray Pingleton- Housing Inspector

rpingleton@oaiwp.org Ext. 298

Sheila Smith- Rental Assistance Manager

ssmith@oaiwp.org Ext. 282

Roy Trone- Field Services Technician

rtrone@oaiwp.org Ext. 297

EDUCATION

Head Start Department

Head Start is a Federal Program for preschool children from low-income families. Children who attend Head Start participate in a variety of educational activities. They also receive medical and dental care, have healthy meals and snacks, and enjoy playing indoors and outdoors. Full day, year-round day care is also offered to supplement Head Start hours in Ava and West Plains.

Management Office

710 E. Main/P.O. Box 588
West Plains, MO. 65775 (417) 256-6147

Kathleen Simonson- Director Ext. 270
ksimonson@oaiwp.org

Anita Gamblin- Program Administrative Director Ext. 272
agamblin@oaiwp.org

Charlotte Welch- Education Director Ext. 275
cwelch@oaiwp.org

Claudia Ryan- Family & Comm. Partnerships Coordinator Ext. 274
cryan@oaiwp.org

Karlene Wake- Staff Resources Coordinator Ext. 273
kwake@oaiwp.org

Dana Adams- Head Start Secretary Ext. 271
dadams@oaiwp.org

Barbara Medina- Coordinator of Special Services Ext. 277
bmedina@oaiwp.org

Julie Crowell- Health, Safety & Nutrition Coordinator Ext. 276
jcrowell@oaiwp.org

Rob Wood- Information Systems Manager Ext. 278
rwood@oaiwp.org

Head Start Centers:

Alton Head Start
Rt. 1 Box 1007
Corner of Market & Andrews
Alton, MO 65606
(417)778-7579
(417) 778- 6054- Fax

Michele Bettis, Center Manager
altonhs@oaiwp.org

Ava Head Start
1600 S.W. 10th Way
P.O. Box 1258
Ava, MO 65608
(417) 683-5217
(417) 683-5391- Fax

Sandy Lambert, Center Manager
avahs@oaiwp.org

Cabool Head Start
320 Canady Lane
P.O. Box 372
Cabool, MO 65689
(417) 962-4086
(417) 962-5476- Fax

Kristy Reese, Center Manager
caboolhs@oaiwp.org

Gainesville Head Start
South Highway 5
P.O. Box 104
Gainesville, MO 65655
(417) 679-4340
(417) 679-2810 – Fax
Sandy Lambert, Center Manager
gahs@oaiwp.org

Grovespring Head Start
9457 Highway 5
P.O. Box 67
Grovespring, MO 65662
(417) 462-3333
(417) 462-9413- Fax
Betty Martin, Center Manager
gshs@oaiwp.org

Houston Head Start
1470 South Sam Houston Blvd.
Houston, MO 65483
(417) 967-4111
(417) 967-2195- Fax
Susie Lay, Center Manager
houston@oaiwp.org

Licking Head Start
123 Cedar St.
Licking, MO. 65542
(573) 674-2100
(573) 674-2961- Fax
Susie Lay, Center Manager
lickingh@oaiwp.org

Mansfield Head Start
604 W. Commercial St.
P.O. Box 8
Mansfield, MO. 65704
(417) 924-8421
(417) 942-8182
Betty Martin, Center Manager
mansfld@oaiwp.org

ADMINISTRATION

Head Start Centers- continued:

Mtn. Grove Head Start

612 East State Street
Cedar Center
Mt. Grove, MO 65711
(417) 926-5170
(417) 926-1472- Fax

Kristy Reese, Center Manager
mtgrove@oaiwp.org

Mtn. View Head Start

1402 E. U.S. Highway 60
P.O. Box 152
Mt. View, MO 65548
(417) 934-6918
(417) 934-1593- Fax

Cathy Thompson, Center Manager
mtnview@oaiwp.org

Summersville Head Start

60 North Highway 17
P.O. Box 223
Summersville, MO 65571
(417) 932-6661
(417) 932-6061- Fax

Susie Lay, Center Manager
svillehs@oaiwp.org

Thayer Head Start

Rt. 1 Box 1054 A
North Highway 63
Thayer, MO 65791
(417) 264-2089
(417) 264-2203- Fax

Michele Bettis, Center Manager
thayerhs@oaiwp.org

West Plains Head Start

West Plains Full Day/Full Year
3075 Holiday Lane
West Plains, MO 65775
(417) 256-8823
(417) 257-7697- Fax

Diane Henson, Center Manager
wphs@oaiwp.org

Head Start Training Center

West Plains Head Start
1687 West U.S. Hwy. 160
West Plains, MO. 65775
(417) 257-0998
(417) 256-2267- Fax

Rayetta Beach, T.C. Director
hstrngctr@oaiwp.org

Willow Springs Head Start

409 West Main St.
Willow Springs, MO. 65793
(417) 469-2893
(417) 469-5433- Fax

Cathy Thompson, Center Manager

wshs@oaiwp.org

Executive Office

Bryan Adcock- Executive Director Ext. 290 adcock@oaiwp.org

Kim Barks- Executive Secretary Ext. 291 kbarks@oaiwp.org

Corporate Services

Please remember to notify the proper person at the agency if it becomes necessary to make any changes to your personal information or if you have any of questions concerning the following: Blue Cross Blue Shield, Delta Dental, AFLAC, Colonial, W-4's, Address changes, Marital status changes, Adding or deleting family members from your insurance, Questions about deductions on your check, Rate of pay, Rate of accrual of sick and annual leave.

All of these questions need to be referred to Sheryl Roberts, Corporate Services Director.

Sheryl Roberts- Director

Fax—417-255-0628 Direct fax

Ext. 260

sroberts@oaiwp.org

MSN= SherylRoberts862@hotmail.com

If Sheryl is unavailable and you need immediate attention for any of the above reasons; or have a workers compensation question, contact Judy Judd as follows:

Judy Judd- Support Svcs.and Safety Asst. Ext. 242

Fax—417-255-0628

MSN=

jjudd@oaiwp.org
judyjudd976@hotmail.com

If you have questions concerning the Material Safety Data Sheets, scheduling of appointments and other front desk related questions, please call Pam Flynn as follows:

Randy Harris- Purchasing & Property Asst. Ext. 228

rharris@oaiwp.org

Pam Flynn- Support Services Clerk

Fax- 417-255-0628

Ext. 226

MSN=

pflynn@oaiwp.org
pamhudson53@hotmail.com

Rena Camden- Support Services Clerk

Ext. 221 or 0

receptionist@oaiwp.org

Kim Sinor- Custodian

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meagain4198@wnconnect.com

Fiscal Department

The fiscal department distributes checks for all accounts associated with *Ozark Action Inc.*, including payroll. If you have questions concerning aspects that are not covered directly by this summary, please contact Renae Smith at 256-6147 ext. 237.

Marion Olson- Director Ext. 240 molson@oaiwp.org

Oversees all aspects of the Fiscal Department; first contact for financial monitoring by all funding sources and for auditors. Authorizes the printing of checks on all accounts. Reviews expense reports to compare spending to budget and assist programs with their financial planning and budgets. Prepares many reports to the state and presents some to the Workforce Board and agency board; and financial reports to funding source for Work Connection. Handle all complaints directed to the finance department and answers any question about this department.

Barbara Wright Ext. 243 bwright@oaiwp.org

All areas of the corporate accounts, issues Head Start and CSBG checks; reconciles the HUD bank statement, deals with various accounts such as Cash Management, Annual Leave, CAT and the Coke-Fund. Enters all vendor information along with keeping 1099's updated and doing necessary work to get them ready for yearly issues.

Ashley Patillo Ext. 237 apatillo@oawp.org

Prepares all aspects of payroll for OAI staff and clients; pays all vendor invoices related to payroll. Runs payroll related reports for staff.

Jennifer Miller Ext. 234 jmiller@oaiwp.org

Contact for HUD, WX, HDC and Ozark Properties; pays all invoices and can answer financial questions on any of these accounts. Runs monthly financial reports and sends to the appropriate OAI staff and various Partners of Ozark Properties. Deposits for Corp, Head Start and the Other accounts.

Jennifer Pingleton Ext. 235 jingleton@oaiwp.org

Pays all invoices for Work Connections and WIB. Reconciles bank statements for Corporate, Head Start, CSBG, and Payroll; and does deposits for HUD, HDC, WX, and all Apartments. Weekly reports to workers in Work Connections and SCMAA in Winona plus helping all with any questions they may have. Maintains vendor files for all programs except ECIP.

Jimmy Tidwell Ext. 238 jtidwell@oaiwp.org

Conducts most aspects of the Head Start and CSBG/ECIP and can answer questions about them specifically. In addition handles cash books for all Ozark Action Accounts. Prepares financial reports to funding source for LIHEAP and Work Connections cash reports.

AGENCY RELATED GROUPS:

Community Action Team (CAT)

Community Assistance group comprised of OAI employees and other interested persons serving the OAI 6 county service area of Douglas, Howell, Oregon, Ozark, Texas, and Wright Counties.

CAT funds assist low-income families with needs such as: Emergency Food, Clothing, Burn-out Assistance, Food Baskets, Emergency Transportation, Rent & Utility Deposits, Utility Assistance, etc...

Fundraising is done several times a year, including the CAT Yard Sale, Super Bowl Chances, Chili Cook-Off, Silent Auction, 50/50 Draw, Raffles, Pie-in-the-Face Contest, etc...

CAT also sponsors the Pat Lindeman scholarship yearly for non-traditional adult students to achieve their educational goals.

Missouri Association of Community Action (MACA)

An organization for people who care about poverty- composed of Community Action employees; MACA raises funds through payroll deduction and grants to provide local emergency programs, training for Community Action staff, and funding of lobbyists to represent the Community Action cause in Jefferson City.

MACA also owns the rights to a poverty simulation,- used to give local business persons, teachers, law enforcement, hospital staff, and other public and private organizations and businesses a look at a day in the life of a person in poverty.

Department Liaisons:

Executive Office:

- Kim Barks Ext. 291

Corporate Services:

- Sheryl Roberts Ext. 260
- Judy Judd Ext. 242
- Pam Flynn Ext. 226
- Rena Camden Ext. 221

Finance:

- Jimmy Tidwell Ext. 238
- Jennifer Pingleton Ext. 235

Community Services:

- Toby Atkinson Ext. 233
- Angie Berry Ext. 232

Workforce Development:

- Debbie Lambert Ext. 248
- Jody James Ext. 250

Housing - HUD:

- Sheila Smith Ext. 282
- Gloria Duncan Ext. 285

Weatherization:

- Gloria Duncan Ext. 285
- Jim Collins Ext. 281

Home Ownership- American Dream:

- Terry Sanders Ext. 280

Head Start:

- Dana Adams Ext. 271
- Anita Gamblin Ext. 272

This reference guide brought to you by:

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and the

OAI Change Team:

**Annie Bresler, Jamie Detwiler, Bruce Dyck,
Pam Flynn, Diane Henson, Betty Martin,
Shelly Mead, and Renae Smith**

**Facilitators- Jimmy Tidwell &
Toby Atkinson**