
How can we help you?

First priority is given to emergency situations. Solutions may be immediately available on site or other community resources are sought for the individual and their family.

✓ **Food Pantries**

Emergency food is available at our satellite offices in Alton, Gainesville, Ava, Hartville, and Mountain Grove. A few days worth of basic foods can be provided if families are low on or out of, food and have no way to get any. When food is not available on site referrals are made to a local pantry.

✓ **Utility Assistance**

Emergency assistance with heating costs is available through the Energy Crisis Intervention Program (ECIP) during the winter months while funds last. A summer program may be able to help with electric bills if the family is eligible and funds are available.

✓ **Other Emergencies**

Direct assistance with other emergencies, such as rental assistance to prevent eviction or to get into a home, may also be possible depending on the availability of funds and any restrictions.

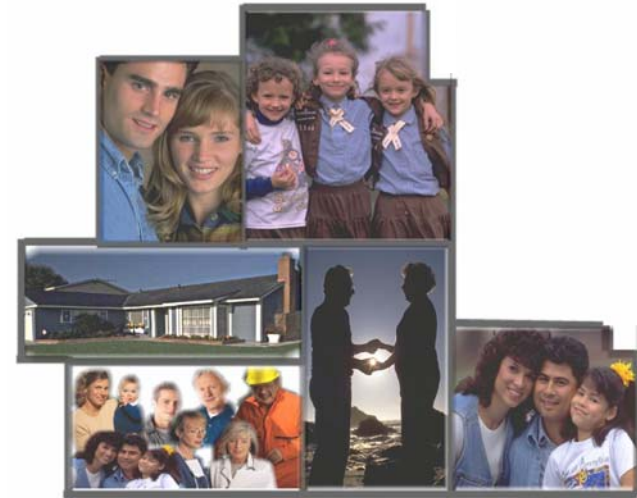
The staff's primary objective is to obtain the information needed during an initial intake visit to provide a comprehensive assessment that will connect families with resources to provide stability and to reduce barriers to their self-sufficiency.

Resources are explained and discussed with the family member to help them make informed decisions regarding services, and to explain what they would need to do to apply for any of the services discussed.

Referrals are then made to any of the services in which the family member has an identified need. Applications for rental assistance through HUD's Section 8 program and Weatherization of homes can be completed, as well as initiation of job training services and referral to Head Start. Referrals are also made to any of the Outreach Services Department's own programs and to multiple other social service agencies in the community.

CSBG

Community Services



Investing In Families

Trained Outreach Services Representatives work with families throughout Douglas, Howell, Oregon, Ozark, Texas, and Wright Counties in South Central Missouri. Through them Ozark Action, Inc., provides:

- ✓ Intake / Assessment / Referral Services
- ✓ Emergency Services
- ✓ Family Support Services
Case Management Toward Self-Sufficiency
- ✓ Life Skills Workshops
- ✓ Access to OAI Programs
- ✓ Referral to other Social Service Programs

Ozark Action, Inc.

Central Office

710 East Main Street
West Plains, MO 65775
Phone: (417) 256-6147
Fax: (417) 256-2378

Visit us on the Web at:
www.oaiwp.org

Paul Clark
pclark@oaiwp.org
Richard T. Atkinson
tatkinson@oaiwp.org
Angie Berry
aberry@oaiwp.org
Kay Eding
keding@oaiwp.org
Shelly Mead
smead@oaiwp.org

Ava Carol Cunningham ccunningham@oaiwp.org	(417) 683-5018
Alton Tuesday-Thursday Paula Miller pmiller@oaiwp.org	(417) 778-7470
Gainesville Carlene Mahan cmahan@oaiwp.org	(417) 679-4559
Hartville Shawnya Montgomery smontgomery@oaiwp.org	(417) 741-6285
Houston Sue Lawson slawson@oaiwp.org Teresa Arthur tarthur@oaiwp.org	(417) 967-2036
Mountain Grove Martha Milard mmilard@oaiwp.org	(417) 926-5570
Mountain View Jamie Detwiler jdetwiler@oaiwp.org	(417) 934-2870
Thayer Monday and Friday Paula Miller pmiller@oaiwp.org	(417) 264-2215
Willow Springs Monday, Tuesday, Thursday, & Friday Chris Turner cturner@oaiwp.org	(417) 469-1660

Family Support

The Family Support Program involves intensive work with trained outreach staff, usually in the participant's home. It is a case management project designed to families who are motivated to set life goals that are aimed toward progressively greater self-sufficiency. Participants learn to identify their strengths, and develop goals in areas they want to improve.

Goals might include achieving adequate housing, improving financial management, job-seeking and employability skills, educational achievement, and improving parenting skills among others. Participants learn to weigh the consequences of alternative routes and make choices, set priorities, and follow through with planned activities.

Plans may involve several steps such as getting a GED, Qualifying for additional schooling, balancing school and family needs to succeed in both, seeking employment, learning how to keep a job, and achieving an earned income that will enable them to meet their won needs and become self-sufficient.

The role of the staff involves guidance, teaching skills, providing a supportive relationship, and may involve serving as the participant's advocate and a collaborator with other agencies when requested and appropriate. Visits with participants are normally weekly but may reduce as progress is achieved. Success involves diminishing or eliminating the participant's need for involvement with social service providers

Families may be referred by other agencies, OAI staff, or themselves.

Life Skills

Life Skills provides a series of workshops designed to increase knowledge and skills in areas important to managing life in a productive, healthy, and self-sufficient way. Workshops are presented to small groups of participants to facilitate individual attention, group participation and instructor/participant interaction and typically are six hours in length.

- ✓ **Financial Planning**
Identifying values and goals; developing a spending plan; the importance of credit and how to use it safely; comparison shopping; buying a car.
- ✓ **Parent Education**
Communication styles and skills; self-esteem issues; dealing with difficult subjects; constructive discipline; creative play.

- ✓ **Nutrition/Shopping Skills**
Nutrition guidelines and food safety; food buying know-how; consumer tips for saving; buying used things; doing what you can yourself; renting and the rights and responsibilities of renters.
- ✓ **Time/Stress Management**
How to effectively gain control of time use and habits to enjoy productive living and accomplish desired goals; recognizing stress; coping with stress; techniques to reduce stress; children and stress; self-esteem and stress.
- ✓ **Taking Care**
A short course in family health presented in part by medical professionals and including normal child development, precautions, immunizations, medications and more. Materials are used from the book *Take Care Of Yourself* designed by physicians to help families in deciding what action is needed based on the symptoms can save some trips to the emergency room.
- ✓ **Better Employment Skills**
A twelve hour workshop to enhance job-seeking skills. Includes identifying skills; what employers want; finding leads; how applications are used and how to avoid errors; completing an application; completing a resume; the interview process and how to prepare; the new expectations and how to keep the job.
- ✓ **Weatherization**
A two hour workshop that is required by anyone that receives Energy Assistance (ECIP). This workshop includes information on creating a spending plan and how to make your home more energy efficient.

Community Resource Development Projects

- Mentoring for Expecting Teens & Young Parents (Resource Parents Program)
- Back-to-School Fair
- Assistance with filing Income Taxes (EITC)
- Foster Care Transition Program
- Renter Video for potential tenants

Please contact your local outreach office for more information on CRD Projects.