



# THE JUNCTION

Crossroads of Western Iowa

AUGUST



## NEW LINKS PROGRAM DELIVERS RECREATION AND NETWORKING FOR CONSUMERS AT CWI

At Crossroads of Western Iowa, a new program, LINKS, has been implemented to strike a balance for consumers between work and recreation. LINKS is a new model of service at CWI in each of its locations created for those seeking a day habilitation program that is fresh, innovative, and empowering. Links stands for: **L**-Living skills, **I**-integration, **N**-networking, **K**-kinship, and **S**-self advocacy.

**"With Links we are using technology to add dimension and depth to programs we offer to consumers", CEO Brent Dillinger said.**

The LINKS program offers a computer lab that is linked to the internet which allows our consumers to access and explore their world, region, and their community. All this at the click of a button! Consumers are trained on computer basics and internet safety. They will be provided with an email account and introduced to social networks in order to communicate with family and friends. Consumers will learn about current events, plan community outings, participate in learning activities, and engage in the

planning of their every day activities. Access to the computer lab access empowers consumers to make choices and advocate for themselves in their services.

Another feature of the LINKS experience is the new game room, equipped with a Nintendo Wii gaming system. The game room allows for group socialization, building kinship, and celebration in personal victories. Consumers can utilize the Wii Fit game to exercise, grow in mobility, and engage in every day activities such as bowling, which many of us take for granted.

"Picking up a bowling ball to engage in a game of bowling with friends is an activity several of our consumers don't get to experience due to their physical limitations. Offering the Wii gaming as part of LINKS allows this experience for all our consumers," Dillinger added. "Having fun, interacting with others, an celebrating wins is a very audible way to gauge our consumer's satisfaction with this new experience."

A key outcome of the LINKS program is community inte-



gration. The consumers are offered at least one new community integration activity weekly. Some recent trips included: visits to the new Pedestrian Bridge in Council Bluffs over the Missouri River, nature sightseeing at Desoto Bend National Refuge, McDonald's for ice cream, and shopping excursions to Target.

This new and impactful program would not be possible without the generous support of the Crossroads of Western Iowa Foundation and also the Pamida Grant. We want to thank business partners and generous donors for their investment in our mission.

To learn more about this new program or any programs CWI offers, feel free to contact the CWI offices or visit our website at [www.explorecrossroads.com](http://www.explorecrossroads.com).

### CWI Board of Directors

Mike Kenealy, President  
Kara Minnihan, Vice President  
Theresa Jozwiak, Secretary/Treasurer  
Myron Rozell  
Tom Hanafan  
Steve Van Riper  
Darci Tierney  
Brent Dillinger, CEO

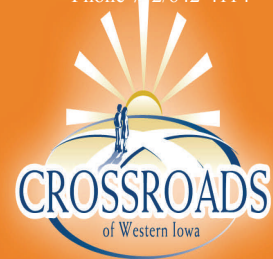
### The Junction

Is published by Crossroads of Western Iowa, serving Western Iowa through offices in Missouri Valley, Onawa, and Council Bluffs. We are accredited in Community Integration, Organizational and Community Employment by the Commission on Accreditation Residential Facilities, CWI is accredited through Home & Community Based Services. CWI is a member of the Iowa Association of Community Providers. CWI offices can be found at the following locations:

301—10th Street  
Onawa, IA 51040-9301  
Phone 712/423-1477

1529—9th Ave.  
Council Bluffs, IA 51501  
Phone 712/328-1930

One Crossroads Place  
Missouri Valley, IA 51555  
Phone 712/642-4114



*"The Mission of Crossroads of Western Iowa is to empower individuals to actively seek out opportunities for an enhanced quality of life"*

Visit Us Online

[www.explorecrossroads.com](http://www.explorecrossroads.com)

## CWI RECEIVES GRANTS

Thanks to the generous people at the Pamida Foundation, our consumers have a new addition to the LINKS program.

The Pamida Foundation donated \$1000 to Crossroads of Western Iowa in Onawa and Missouri Valley to put towards a 37 inch LCD television for the LINKS program. This television will be mainly used for the Wii.

CWI at the Council Bluffs location received a grant from

the Pottawattamie County Community Foundation. The grant was for \$1000 and the money was used to assist with the start up costs of the Career Center. These costs included training and furnishings.

In March of this year, Delores Dorland filled out information needed for the Dollar General Literacy Grant. On May 13th, she was notified that Crossroads of Western Iowa in Missouri Valley had received a \$6,000 grant for the

Life Long Learning Program at Missouri Valley. The purpose of the grant is to provide equipment and update curriculum needed to improve the literacy of the participants in the Life Long Learning classes held throughout the year. Delores is expecting to get reading programs and life skills programs for the computer lab as well as touch screens and other hands on supplies for the classes.

The Missouri Valley location

also received a grant from the Harrison County Community Foundation Advisory Board. The grant was for \$1,475 for the purchase of an electric lift for the LINKS program to use.



## NEW BUSINESS DEVELOPER AND RECYCLING COORDINATOR

*Wii Room*



*Roger Goff*

*Business Developer and Recycling Coordinator*

Meet Roger Goff. Roger will be Crossroads new Business Developer and Recycling Coordinator.

Roger grew up and went to high school right here in Missouri Valley. Roger then graduated from Dana College in Blair, Nebraska with a degree in Business Administration.

At Crossroads Roger will be in charge of the recycling

area and securing work contracts for our Consumers.

Roger will be more than happy to help you with any of your recycling or work projects. To speak with Roger please call our office at 712-642-4114 or you can email him at [roger.goff@cwiowa.org](mailto:roger.goff@cwiowa.org).

Welcome Roger!



*Computer Lab*

## GOT CAREER?



*Melinda Johnson*  
*Career Developer*

Got Career? Well if you don't maybe you should talk to Melinda Johnson. Melinda Johnson is Crossroads Career Developer for our new Career Center that opened in April of this year. The Career Center is located on the new Charles E. Lakin Human Services Campus on North 16th St. in Council Bluffs. Melinda's office is actually in the Micah House right inside the front doors so it is easy to find her.

You *must be referred* to Melinda in order to utilize her services. Melinda will assist individuals receiving SSI and SSDI find jobs in the community. She will also help with job development. This will consist of understanding SSI and SSDI benefits, the application process, resumes, portfolios, interview preparation, hygiene, and assessments.

Melinda will also provide job coaching (on-the-job training),

the Ticket to Work Program, and the P.A.S.S. program. Crossroads of Western Iowa is an Employment Network (EN).

Melinda Johnson, CWI Career Center, 1415 Avenue J, Council Bluffs, IA 51501, (402)990-0462

**"The only disability in life is a bad attitude."**

**-Scott Hamilton**

## 2 STAFF MEMBERS CELEBRATE 20 YEARS WITH CROSSROADS

Two anniversary parties were held over the past few weeks for two of our Directors.

On May 8th a party was held for Onawa Director, Deanna Johnson. Family, Friends, fellow past and present employees and consumers from Missouri Valley and Onawa all honored Deanna for her years of dedication to CWI. CEO, Brent Dillinger, gave a short speech highlighting Deanna's career at Crossroads and presented her with a 20 year pin. During her 20 years of service Deanna has

held several different positions at CWI including Life Long Learning teacher and Supported Employment Coordinator.

On June 5th, Council Bluffs Director, Amy Ebsen, celebrated her 20th anniversary on her actual anniversary date!

Also at her party were family, friends, consumers, and fellow employees. Again CEO, Brent Dillinger, gave a short speech and presented Amy with her 20 year pin. Amy started at

CWI as a Secretary one day a week and a workflow supervisor the rest of the week. Then she moved on to acquiring our contracts for work. She then became a Director for the Council Bluffs location in 2002. Congratulations to Deanna and Amy on 20 years of service. We thank you for your dedication.



*Left: Council Bluffs Director, Amy, gets a congratulatory hug from her mom, Right: Onawa Director, Deanna Johnson receives her cake.*

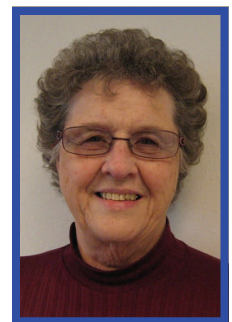
## THANK YOU CROSSROADS

The Mission of CWI is to empower individuals to actively seek out opportunities for an enhanced quality of life. Quality of life for CWI Staff is also impacted by what we do and who we serve. Onawa received a "Thank You" from now retired employee Norma Buschmann. She wrote **"My journey with Crossroads began in August 1989 and what a wonderful journey it has been. All of you taught me so much and many exciting events will forever remain in my heart.**

***I truly loved all of you and it is extremely hard for me to say that at this stage, 'I must move on'. So with joy in my heart, I say thank you for nearly 20 years of specialties that would have never happened anywhere else, only at Crossroads."***

Norma spent most of her career at the Onawa front desk handling the day to day activities of a growing business. Her duties have included everything from book-keeping and client payroll to helping on the

work floor and being a confidant for staff and consumers alike. Norma also worked with the Spiritual Growth Program. It was only a few short weeks after retiring from the office that Norma started working with the Supported Community Life Program. Norma spent three days a week working with consumers in their homes and in the community to enhance their quality of life. Everyone at CWI want to thank Norma for her years of service and wish her the best!



*Norma Buschmann*

## DID YOU KNOW THERE ARE OLYMPIANS AT CWI?

On May 21, 2009 several consumers from the Missouri Valley location competed in the Special Olympics at Iowa Western Community College in Council Bluffs to qualify for the State Special Olympics at Ames, Iowa.

**Pictured from left to right** is Tracy Wakehouse, Tina Hinkel, Niel Nielson, Mike Murphy, and Ricky Hough.

These fine athletes not only qualified to make it to the state meet, they also placed while trying to do so.

Tracy Wakehouse received first place in the speed walk and fourth place in bocce ball. Ricky Hough placed fourth place in running, first place in the softball throw, and fourth place in bocce ball. Mike Murphy received second place in the speed walk. Tina Hinkel received first place in walking and fourth place in bocce ball, and Niel Nielson received fourth place in bocce ball, and second place in the softball throw.

Congratulations Olympians for

a job well done, a very special thanks to Council Bluffs Lead Links Coordinator, Bobbi Boze, and all the other wonderful coaches at CWI who worked hard on helping these athletes achieve their goals!



## SUMMER KICK OFF

The Pathways staff kicked off a summer celebration at Lake Manawa State park on May 7, 2009.

There was participation in activities of all kinds. Fishing was one of the biggest hits. The moon and weather must have been just right as every was catching fish! Either that or we had some really hungry fish after a long winter!

Another activity was hiking on the trails and into the woods to go hunting for mushrooms.

Others that were not so adventurous chose to stay behind and play some organized games such as a water balloon toss, horseshoe pitching, and bingo.

The star of any summer celebration is of course the food! There was lots of food to be eaten as each person brought a dish, salad, or dessert to share. A staple in any picnic are hot dogs and hamburgers grilled to perfection over hot coals.

For those that wanted to lounge around in the sun, a large blanket was placed on the ground on which to sit. Many sat by the lake on the rocks, or picnic tables.

Everyone pitched in to make this a successful day of socializing and fellowship. Several clients mentioned that they wanted to do this once a month. One client even went so far as to say this picnic "was the bomb"!



*Stanley Brotherton catches a keeper at the picnic.*

## HELPING OUT MY FOUR LEGGED FRIENDS



Crossroads Consumer and Pathways resident, Liberty Holland, appears to the left in a picture with a black and white Saint Bernard. This lucky dog is just one of many that get the privilege of getting spoiled by Liberty.

Liberty has been volunteering at the animal shelter in Council Bluffs, Iowa for the past four years.

Some of her duties at the shelter include cleaning the kennels, taking dogs for walks, feeding the animals, and of course, the most important job of all, giving the animals the love they so deserve and need.

Liberty says she enjoys working with all the different animals at the shelter and one day hopes to get a job in the

community where she can continue to work with animals.

I'm sure if the animals at the shelter could talk, they would all be giving Liberty a big "woof, woof, woof", Or translation for those of us that don't speak dog language, "Thank you, Liberty!"

## CWI GETS NEW WHEELS

At Crossroads we do a lot of traveling between locations, on Residential outings, and to Staff trainings.

Some of our clients cannot use a standard mode of transportation. To further enhance the quality of the lives of the people we serve, Crossroads has purchased three new lift vans. One new van for each location, Council Bluffs, Missouri Valley, and Onawa.

One thing we always do with staff is provide training on a regular basis to make sure they

are knowledgeable and equipped to do their jobs. With the arrival of the new lift vans comes a need for training on using the lift. One staff person from each location traveled to Glenwood, Iowa to learn the proper safety procedures directly from the company that installed the lifts.

In Onawa, Residential staff gathered to learn how to use the new lift van and how to secure the wheel chair safely. Onawa Consumer, Gabe, was very excited to actually be able to ride in the lift van and know the lift was going to work! He kept

giving staff the thumbs up sign which showed his ecstatic approval. Consumers also appreciate that the vans are large enough to accommodate electric wheel chairs, have extra head room, and DVD players to watch movies on!

Thank you to the Crossroads Board for this great addition of vans for our use.



# IN THE SPOTLIGHT



Lora Jensen  
Residential Team  
Coordinator  
Missouri Valley

Leading the Residential team in Missouri Valley is Lora Jensen. She has been with Crossroads since September of 2005.

Since joining the Crossroads family, Lora has held the position of Service Coordinator and Adult

Day Program Coordinator. Currently Lora is also the CPR and 1st Aid Instructor for all three locations.

Watching the clients achieve their goals is what Lora likes most about her job. Her biggest challenge of her job is not having enough hours in the day.

When not at work Lora likes to spend time on their acreage, located between Logan and Woodbine, where they raise cattle. Her two children, Cheyenne and Christian, who are involved in many

sports which keep her busy. You can always find Lora in the stands cheering them on. If you are looking for Lora and you can't find her at her acreage or in the stands, then keep a lookout on the highway. Lora and her family love to ride motorcycles. It's not uncommon to see her motor-ing up to Crossroads for work on her own motorcycle.

Since November 2008, Brian Shepard has been a Residential Coach for Crossroads in the Council Bluffs location.

Brian enjoys working with people and assisting them in achieving their goals. He really likes the fact that there are many social activities offered to the people being served. This helps them create a social network for themselves they may not have had otherwise.

One of the challenges Brian faces in his position is finding economical activities for clients to enjoy on a fixed budget. Working with limited budgets can sometimes create barriers.

When not at work, Brian enjoys spending time with his wife, Roxanne. Last year they celebrated their 25th wedding anniversary. He has three children and four grandchildren.

Brian is also a part-time real-

tor. For hobbies he enjoys reading, traveling, fishing, and spending time with his friends and family.



Brian Shepard  
Residential Coach



Abbi Bendixen  
LINKS Coach  
Onawa



Abbi has been with CWI for one year and nine months.

She started in the Residential Program but recently transferred to the

LINKS program in Onawa.

One of the biggest challenges Abbi faces with her job is meeting all of the consumer's needs at the same time. Abby enjoys working with the consumers and teaching them new skills.

Before working at CWI, Abbi worked at Elmwood Care Center and Opportunities Unlimited. Abbi was a student at MVAO in Mapleton and has completed one year of college at WITCC major-

ing in Social Work.

Abbi lives on a farm outside of Castana. When not at work she enjoys barrel racing, spending time with family and friends, and camping.





**THANK YOU**

Myron Rozell

Mike Kenealy

Darci Tierney

Betty Hammer

Tom Hanafan

Dorothy Gust

Missouri Valley Insurance Agency

Bette Koenigs

Rolland Roberts

Mike Eisele

Charles Osgood

Helen Franks

L.E. Stanislav

Vincent Willey

Brady Hansen

Sharon White

Carole Liljedahl

Pat Sears

Donald Theobald

Eleanor Soetmelk

Norma Kellogg

Fran Menching

James Sorensen

Myron Johnson

Larry Armstrong

Louise Campbell

Pamida

Hornick United Methodist Church

Monona County Mutual Insurance Association

**Crossroads of Western Iowa  
One Crossroads Pl.  
Missouri Valley, IA 51555**

**Permit # 108 Nonprofit  
U.S. Postage Paid  
Crossroads of Western Iowa**

**Return Service Requested**