



## Learning Opportunities/Quality Works, Inc.

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### Mission Statement

*It is the mission of Learning Opportunities/Quality Works, Inc. to positively impact the lives of individuals through support, advocacy and connection to resources.*

### Board of Directors

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**Wendy Hays, Executive Director**  
[whays@loqw.com](mailto:whays@loqw.com)

### Growth Points

Growth points are initial problems, threats, or challenges to an organization that require a response. ***“Accept the best. Be prepared for the worst. Celebrate it all!” –Larry West***

From past growth points, *Learning Opportunities/Quality Works, Inc.* overcomes barriers and builds social capital. Never regressing to prior levels, we exponentially grow to new heights by increasing capacity, amplifying leverage and fueling results.

Date	Challenge	Steps Forward	Result
1983	Lack of services for adults with developmental disabilities.	Form 501 C	Contract with Department of Mental Health
1984	Lack of transportation	Write grant to MoDOT	Grant received & original vehicles purchased. Continued to write grants to MoDOT on a regular basis to improve accessible transportation options. Now own 22 agency vehicles.
1988	Lack of funding for programs	United Way grant	Received 1 <sup>st</sup> Venture Grant.
1989	Need for Employment Services	Applied for contract	DVR contract awarded
1990	Need to evaluate services	Wrote grant to Region VII RCEP	Program evaluation system
1990	Need for additional space in Monroe City	Grant pursued through Monroe County SB40 Board	New building built in Monroe City (101 S. Washington St.)
1991	Lack of state funding	Applied for Medicaid Waiver contract	Waiver contract received, funding is a 60/40 match.
1991	Benchmark for service quality	Applied for national accreditation	Received 3-year accreditation CARF!
1992	Need to localize services in Hannibal	Open Satellite Office	Opened office in Marion County Court House in Hannibal
1993	Request to provide services in	Pike and Shelby Counties	Assisted county board in Pike Co.

1995	additional counties Request to increase services by Vocational Rehabilitation	Contract received for Adair and Macon Counties	to begin employment program Service Expanded
1995	Services needed in Adair and Macon Counties	Opened satellite office in Kirksville	Service Expanded
1996	Changing Agency Name	Completed paperwork for Secretary of State	Name changed from Learning Opportunities to Learning Opportunities/Quality Works, Inc.
1997	Expansion in services to Macon County	Applied for administrative agent position	Received Administrative agent agreement
1998	Individuals with Mental Illness need services	Applied for Vocational Rehabilitation grant to provide employment services	Grant received for 3 years funding
2000	Need for additional space	Location secured in Hannibal	Property purchased in June.
2001	Need for employment services for youth	Pursued contract for Transition	MOU now in place with Monroe, Hannibal, Palmyra, Knox, Macon Kirksville, Brashear, Randolph and Lewis County schools
2002	Need for comprehensive Vocational Evaluations	Contracted with Advent (Job Point) to provide services	Contract received
2003	Need for coordinated services to Individuals with Dev. Disabilities	Applied for service	Grant received
2003	Need for jobs for people	Applied to become a NISH agency	NISH contract received
2004	Collaboration with Career Centers	Service Coordination Grant	Rented desks at Hannibal and Kirksville Career Centers
2005	Document Destruction service needed for area businesses which provided opportunities for employment for people with disabilities and provided service	Investigated and discussed opening a shredding business	Opened a shredding business The "Shred Shed" is located is located in Hannibal Missouri
2006	Navigating Career Center and employment system	Wrote Grant for a Disability Program Navigator to NEMO WIB	Provide Disability Program Navigator services to 4 area Missouri Career Centers
2006	Need for services in Randolph County	Contract received for Randolph county	Service Expanded
2007	Lack of planning for people with Mental Illness	Received a grant from MO Foundation of Health	Now writing wellness recovery action plans
2008	Lack of space	Monroe County SB40 and Sheltered Workshop created a partnership to "trade buildings".	New Building located at 201 N. Locust Street, Monroe City Corporate Offices located here.
2008	Beginning service coordination in partnership with Macon SB40 Board	Coordination of TCM Services funded by DMH	TCM Service Coordination is begun in Macon, Monroe, & surrounding counties
2009	Need to expand employment to people with disabilities	Grant written in partnership with Social Security and Programs in Industry	Grant received with emphasis on working with Career Center staff to expand capacity to work with individuals who have a disability
2009	Maintain National Accreditation	Review all agency policies and processes	6 <sup>th</sup> 3-year accreditation
2010	People with disabilities fear of losing benefits if working competitively	Train staff in benefits analysis to provide information and education on the benefits of working	Two staff certified in Comprehensive Benefits Planning

2010	LOQW needs recognition in the small Communities as a viable business	LOQW worked to receive the funding and location of buildings in Macon & Shelbina	LOQW purchased and moved into 2 new facilities in Macon and Shelbina
2011	Communication and standardization of service implementation in 14 counties served	New server purchased & all office linked	LOQW staff now can operate and communicate more efficiently
2011	Data collection on consumer progress Meets all program audit requirements	Implemented a new progress log sheet that staff can complete on server	Program data is more comprehensive
2012	Maintain National Accreditation	Review all agency policies and procedures	7 <sup>th</sup> (3 year) CARF accreditation
2012	Expand Benefits Planning Services	Prepare for National Accreditation in Comprehensive Benefits Planning	Becomes 1 <sup>st</sup> organization in Missouri & only the 5 <sup>th</sup> in the nation to receive CARF Accreditation in Comprehensive Benefits Planning (3 year accreditation received)
2012	Immediate need for increased service options in Randolph County	Expand partnerships with DVR, DMH, and Randolph County SB40 Board	Moved into new office location in Moberly and expanded workforce to include a full time Employment Consultant/Community Services Coordinator
2012	Need for affordable, web based information management system that will accommodate all in services	Research, purchase, development, and implementation of SET-works information management system.	SET-works went live and staff began using the new system in stages with all staff online & utilizing SET-works by the end of 2012.
2013	Limited Career Planning and Early Work Experience option for Youth	Pursued and awarded funding through UMKC-IHD Show Me Careers Project	Northeast Missouri Show Me Careers Project began January 1 <sup>st</sup> , with launch of the 3 ½ year Project targeting the Pilot Communities of Moberly, Macon, and Kirksville Missouri.
2013	Expand access to non-traditional employment services for our non-traditional customers in the region.	Research and develop plan to expand current Ticket To Work Program. Proposal submitted to Missouri Planning Council.	SEED grant awarded from the Missouri Planning Council to enhance our Ticket to Work & Partnership Plus in Northeast MO.
2014	Need for increased office space as well as a location accessible to our customers and financially feasible for organization in the Kirksville community.	Researched locations and properties in the community. Pursued & received grant for down payment from Adair County SB40.	Building purchased in downtown Kirksville! LOQW moves to new location in May 2014!
2014	Need for more customer driven products and services as well as increased options and support for individuals and families planning to self-direct their services.	Researched more and expanded options focusing on self-determination and social connections. Pursued DMH funded Support Broker services as an option.	Support Brokerage added to LOQW's DMH contract meeting area's need for expanded, non-traditional options for service delivery! 1 <sup>st</sup> Support Broker services deliver in 2014!
2014	Need to enhance agency's philosophy on self-determination and begin to expand options in this area in Northeast Missouri. Funding to support progressive efforts.	Participation in research project with UMKC's Institute for Human Development on self-determination and its effect on successful employment outcomes.	Evidence of successful outcomes in the Self-Determined Career Development Model Research project with UMKC-IHD to date! Pursue grant with MO Foundation for Health.

## Future Growth Points

Date	Expected Growth Point
2014	Expand utilization of SET-works to include payroll and completion of service billing.
2014	Expand Ticket to Work program to become financially self-sufficient as a program service
2014	Expand Comprehensive Benefits Planning Program. Develop funding sources for this new service. Increase number of staff fully trained as Certified Benefits Planners.
2014	Explore office purchase in Kirksville & office expansion in Hannibal & Monroe City to meet growing need.

- 2014 Expand Career Planning and Early Work Experience Options for transition age youth and young adults.
- 2014 Expand agency's Support Broker services to include all counties served.
- 2014 Purchase and implement an encryption program which will improve confidentiality and tracking as well as enhance compliance with the law and usability by our workforce.
- 2014 Enhanced Self-Determination. Restructuring processes and materials to help facilitate organizational shift to a more customer driven, self-determined operational model as opposed to monitoring focused & rules oriented way of doing business for our customers.
- 2015 Maintain current National Accreditation through CARF in all current services and expand accreditation to include Self-Directed Community Supports and Services for the first time.

## Guiding Principles

### **We believe in the value of Social Capital:**

1. We value staff, volunteers, & community members that take an active interest in persons with disabilities and those that touch their lives.
2. We value open and ongoing communication with persons who have disabilities, their families, and all that touch their lives.
3. We value the facilitation and enhancement of resources to ensure quality services.
4. We value the choices, rights, and dignity of persons with disabilities.
5. We value accountability of our services, in maximizing excellence through quality outcomes, audits, satisfaction surveys, and accreditation.

### **Collaborating Partner Organizations & Funding Agencies**

Missouri Division of Vocational Rehabilitation

Kirksville, Columbia, & Hannibal District Offices

Missouri Department of Mental Health, Division of Developmental Disabilities

Hannibal, Kirksville & Central Missouri Regional Offices

County SB40 Boards in Marion, Monroe, Macon, Adair, and Randolph Counties

PACT Activity Center

Hannibal Parks and Rec Department

United Way of the Mark Twain Area

Human Resource Group (Macon & Moberly)

Missouri Employer Committee (MEC)

MOCC Local Advisory Teams

Hannibal Council on Alcohol and Drug Abuse

Alcoholics Anonymous

GAMM, Inc.

Local Mental Health Providers

Missouri Division of Aging

Macon & Marion County Commission

Family Support Division

NEMO Workforce Investment Board

Rotary International in Macon

UMKC- Institute for Human Development

APSE-MO

Alliance for Full Participation

Missouri SELN

MACDDS

Chamber of Commerce in Monroe City, Hannibal, Shelbina, Macon, Moberly, and Kirksville

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*Thank you for your interest in*



*Opportunities/Quality Works, Inc.*

*Learning*



LOQW aspires to excellence. Visit us at [www.loqw.com](http://www.loqw.com) for more information about our CARF accreditation & our commitment to quality. CARF International accreditation demonstrates a program's quality, transparency, and commitment to the satisfaction of the persons served. CARF International is an independent, nonprofit accreditor of health and human services. For more information about CARF International, the standards, or the accreditation process, visit [www.carf.org](http://www.carf.org).



*LOQW, Inc.*

*Support · Advocacy · Connection to Resources*