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LETTER FROM Cindy Clark, President & CEO

WHAT WE DO *Many people with developmental disabilities find it hard to live independently. At Emmaus, we provide services so they can be in control of their lives and **live like you and me.***

If it is to encourage, then give encouragement; if it is giving, then give generously; if it is to lead, do it diligently; if it is to show mercy, do it cheerfully. Romans 12:8

Dear Friends,

As we enter this new decade, I find myself pausing to reflect about the unique place we find ourselves as an organization. It is difficult to predict where the increased demand for services, the critical staffing crisis and lack of sustainable funding might lead our industry; and yet, I am both humbled and grateful for the extraordinary things I see happening here at Emmaus every single day.

It has already been two years since our board made the courageous decision to invest more than \$10 million to stabilize our workforce, but despite their efforts, our strong economy has resulted in the lowest unemployment rates in more than 50 years, which has only increased the challenges of hiring sufficient qualified, compassionate direct support professionals. Despite their investment, we have **more than 150 open positions**. All of which translates into increased overtime hours for our staff, which leads to a high rate of both fatigue and turnover. Each week our staff creatively work to fill more than 4,000 hours created by these staff vacancies and they still show up to joyfully share stories about the successes of their clients are achieving, or to support a fellow employee who needs assistance. I applaud the work of our nearly 700 employees who – no matter what their role at Emmaus – remain **singularly focused** on our mission of providing high-quality services for our clients. Their efforts to serve our clients is truly humbling.

I am grateful for our elected officials, whose awareness of the importance of the issues facing people with disabilities continues to grow each year, but there is still much work to be done. We need bold action on the part of the Missouri legislature to stabilize funding for these services and ensure continued cost of living increases. More than 90% of our budget is dependent upon the reimbursement rates we receive from the state of Missouri.

Our mission and ministry simply **could not exist** without the generous support we receive from our many donors,

including family members and guardians, UCC churches, foundations and others. Support from our donors has a huge impact on the quality of life we can provide for our clients. **Your gifts** enable us to provide caring staff for our clients.

While much has changed at Emmaus, much has also remained the same. Namely our unwavering commitment to providing the **highest quality care** to adults with developmental disabilities.

On behalf of the more than 250 clients that we are entrusted to serve at Emmaus, thank you for your kindness and continued generosity.

God bless,

Cindy Clark
President & CEO

Looking for ways to help? Here's how YOU can make an impact on the people we are entrusted to serve:

Join our monthly giving club!

A gift of \$15 a month or more, **provides additional opportunities** for our clients including social outings and charity care while increasing independence, inclusion and self-advocacy.

Are you **looking for a career** or know someone who is? We offer both full and part-time positions and can design a schedule that works for you in this **rewarding role**.

Join our advocacy team. Affecting change starts with YOU.

We work with our partners across the state to promote disability rights AND **ensure sustainable funding** for the services that people with disabilities require. Your voice will help amplify our message about the need for increased funding for our clients.

Volunteer! The **success of our mission** wouldn't be possible without the help of our volunteers. We have lots of opportunities for you, including community projects, spending time with our clients or volunteering at a special event.

For more, visit emmaushomes.org or call (636) 534-5200.

GENEROUS GIVERS

Even when they don't have a lot to spare, the women and men of **Emmaus pay it forward with their own generosity in helping others**. Recent acts of kindness include; ringing the bell for the Salvation Army, sending congregation offerings to the devastated Bahamas after Hurricane Dorian struck, assisting a flooded church community when the levee in Levasy, Missouri broke, and always thinking about clients with insufficient funds and needs.



PART OF OUR FAMILY

At Emmaus, we offer rewarding careers where team members are part of something bigger, **making a difference in the lives of the people we serve.**

Sometimes, that difference extends beyond the bond between client and team member. The story between **Paul and Suzy** can be shared from the perspective of Patty, sister-in-law of Paul. She recently reflected on how Emmaus has become a major part of her family and how grateful she is for the relationship she sees between **Paul and Suzy.**

Paul had a difficult childhood and has seen many other faces and places before finding his home with Emmaus. Unfortunately, Paul has also lost a lot of people since then. The most recent being Phil, Patty's husband and Paul's brother.

Through that tragedy, Patty became Paul's legal guardian.

During that rough time, Suzy continued providing great care

for Paul, attended the funeral and comforted him through many different emotions.

Patty remembers talking on the phone with Suzy a lot before meeting her in person. Patty was ready to match a face with such an important person in Paul's life.

"I'm so grateful that Paul has Suzy in his life. I worry about what in the world could happen, but I know if she's right there with him, everything will be just fine. It's comforting knowing that there are people in his life that have this special bond and are caring."

Suzy has been working with Paul for many years. Paul began receiving support by Emmaus in 1985 and met Suzy just a few years after. She has been a powerful advocate for him.

Paul describes Suzy as very nice, energetic, uplifting and as part of his family. They are both warm, loving and big huggers. On top of that, he says she fixes great meals.

Paul's family lives many hours away, and the peace of mind they get knowing Suzy is there means the world to them.

"She's part of our family. I think she's one-of-a-kind. I wouldn't want to think about what it'd be like if she wasn't."

Suzy enjoys Paul too. She helps him stay on track and has worked with him long enough to know when he needs something. They fly together to visit Patty and her children over holidays and for different events.

They have even spent the summer volunteering outside the state. She describes Paul as a wonderful person, who is very kind and always positive in many ways.

If you're looking to find the family that Suzy, Paul and Patty have found, please consider joining our family of dedicated Direct Support Professionals at Emmaus.

Visit www.EmmausHomes.org to apply today.



DREAM HOME

Two years ago, a long-time volunteer with Emmaus, Mae Silverberg expressed a wish for her home to be donated to Emmaus so our clients could live there. Mae was no longer living in the home and wanted it to be put to good use.

Around this same time, 4 women living together were looking for a new home nearby since their house no longer met their needs. Denise, Terri, Linda and Gaela have developmental disabilities, so an accessible home with 24/7 support from Direct Support Professionals are important for their independence. The chance to move into this new home was perfect.

The home had lots of space and was in good shape overall. However, it needed a few repairs and modifications for accessibility. There was also the opportunity to convert a sitting room into a fourth bedroom.

The vision was clear: *This could become their dream home. It would just take some help...*



Grasping this vision, the St. Louis Home Builders' Association Charitable Foundation, the Saint Charles City Council, and the Schaeffer Foundation all joined in the effort by making grants for the renovations. Volunteers from MasterCard, and from Peace United Church of Christ in Rochester, MN helped with demo and yard work.

Emmaus team members worked closely with the women and their families on a plan for the move. They also coordinated with the Department of Mental Health and the Developmental Disabilities Resource Board of St. Charles County to complete the necessary assessments and transition plan.

The Emmaus facilities team worked with contractors on renovations, in addition to completing much of the work with their own hands.

With so many parties involved, and important regulations to adhere to, it took a while for this home to come back to life. **After 18 months** of renovations, preparations, and eagerness for the final result, the ladies were able to move in.

After settling in, the four proudly hosted a housewarming party so that everyone could see their beautiful new home and celebrate. At the party, there was a palpable feeling in the air that everyone had won with this project.

Our clients won. Denise, Terri, Linda and Gaela have a community-based option for their home and their support services. They get to be part of the neighborhood and make choices about their home.

Emmaus won. Due to our philanthropic partners, we only incurred 4% of the cost of the renovation.

Our donors won. They were able to make a real difference in their community and experience the joy of helping others. They patiently waited until the day they could see their gifts alive and active in their community.

The community won. A property that was not being used is now vibrant again. The neighborhood is more diverse and inclusive. The household contributes approx. \$212,000 to the local economy every year. It also represents a dozen jobs held by the Emmaus team members who support the ladies.

This project exemplifies what we can accomplish when we embrace independence, inclusion and self-advocacy.

Visit www.EmmausHomes.org to get involved and make your impact.

