



Emmaus

Messenger

Spring 2022

Please Send Staff

21%

**of the time, clients
don't know who
will be supporting
them that day
(open hours)**

After years of difficulty staffing Jimmy and Danny's home in south St. Louis County, Emmaus asked the gentlemen to consider moving to St. Charles County. The team hoped that in a new location, we could provide more stable staffing. After thoughtful consideration from the men and their families, the housemates moved in April 2020.

Unfortunately, the effects of the COVID-19 pandemic compounded a labor shortage that has been plaguing the direct care field for more than a decade. Even in their new home, Emmaus could not attract enough staff to support Danny and Jimmy the way we had hoped.

Emmaus assigned a manager to the home who has extensive experience with the staffing crisis. Based on their recommendations, we implemented shelter-in-place staffing. And we pulled in managers from three other homes.

Things are finally looking a bit more stable at Danny and Jimmy's home, but like other service providers, we remain in a staffing crisis. My message is simple: Please send staff. We have both full and part-time positions available and can provide flexible work schedules.

Later in this newsletter, we have listed several ways you can make a difference for the people of Emmaus, including employee referrals and advocacy.

Thank you for your continued support of the individuals we are entrusted to support.

God Bless,



Cindy Clark
President & CEO



Jimmy



- **Jimmy** never forgets a friend's name... unless he's teasing you by pretending to forget!
- **Jimmy** is routine-driven but he can be flexible when needed.
- **Jimmy** likes the independence he gets from his power wheelchair.

JIMMY HAS HAD SUPPORT FROM
47 DIFFERENT PEOPLE IN ONE YEAR...

Danny



- **Danny** has a smile and laugh that will light up a room.
- **Danny** enjoys hiking on local trails and going swimming.
- **Danny** loves to express his creativity by dancing to his favorite tunes!

DANNY'S SUPPORT TEAM HAS TURNED
OVER THREE TIMES IN ONE YEAR...



“ ———
If you asked
Jimmy what
kind of guy he
is, he would say,
'Fun-Loving
Charmer!'
————— ”

“ ———
If you ask
Daniel what
kind of guy he
is, he will reply
'wonderful guy!'
————— ”



What Steps Are We Taking?

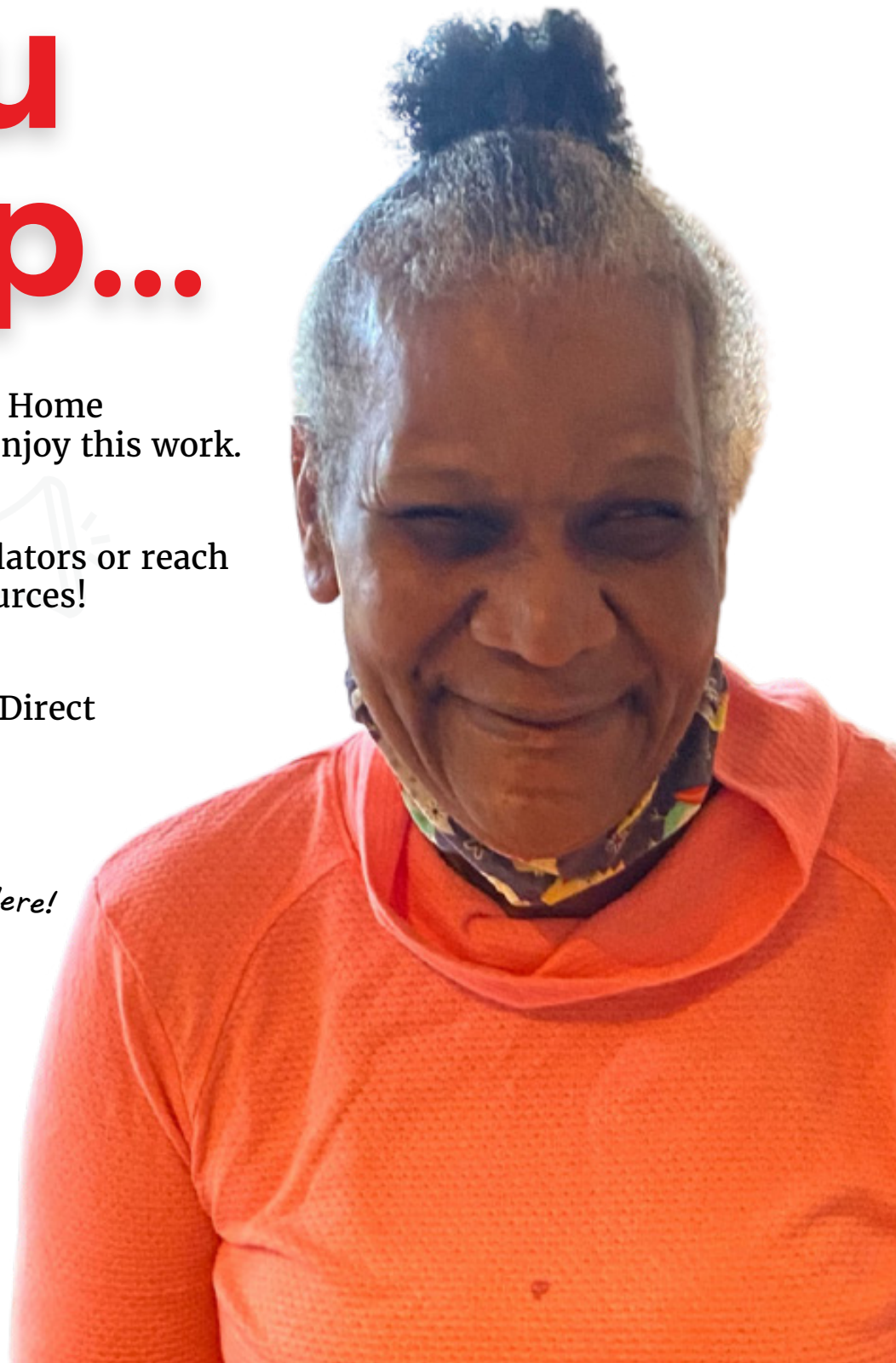
- **Shelter In Place Staffing:** A Direct Support Professional will temporarily relocate to the clients' home for an entire week, working 16 hours each day and sleeping in the home.
- **Managers Filling Open Hours:** Emmaus managers step in to fill open shifts. Sometimes this can include working 40 hours of direct support on top of their normal responsibilities.
- **Expanding Host Homes:** In this model, a person with a developmental disability moves in with a family or individual. They become an integral part of the household and receive more stable supports. Revenue earned by Host Home providers is tax-free. Emmaus is doubling our Host Home program this year, thanks to a grant from the Centene Charitable Foundation.
- **Reducing Emmaus' Footprint:** As people leave our services, Emmaus has not been filling the vacancies. Where possible, Emmaus has asked people to move so that homes can consolidate for efficiency.
- **Creative Schedules:** Increasing flexibility so team members can work the hours that match their availability while also meeting special client needs. For example, working just a few hours a day to drive someone to their activities.

How You Can Help...

- *Refer!* Share Emmaus careers and Host Home opportunities with someone who would enjoy this work.
- *Advocate!* Be vocal; contact your Legislators or reach out to our Advocacy Coordinator for resources!
- *Give!* Each gift helps us hire and retain Direct Support Professionals.



Get the Details Here!



What We're Facing

- On average, clients received support from *23 different* Emmaus team members this year. In some instances, that number is *more than 50*.
- **Team member turnover is about 67%.** Clients have come to expect to say “*goodbye*” to people who support them.
- Direct Support Professionals frequently work multiple *16-hour shifts per week*, sometimes with only 8 hours in between shifts.

