



Emmaus MESSENGER



Summer **2023**

A letter FROM THE CEO



Dear Friends,

At Emmaus Homes, we take immense pride in our core values. When we created our values, it was a collaborative effort with input from team members across the organization. One of these values is our focus on our customers and being customer-centered. We have many distinct types of customers at Emmaus, including our clients, team members, donors, volunteers, family members and more.

I am proud to report that we provide outstanding customer service to all our customers. As an example, each year we survey our clients and family members to rate their satisfaction with our services. Last year, we received a 98% satisfaction score! Because of the high-quality care and services provided by our client services team members, many family members financially support our mission. These gifts allow us to continue our mission and ministry.

Recently, we received a generous estate gift from a family who's loved one we served for 36 years. Shirley was an incredible woman with a rich, full life. Shirley's parents gave her a life of faith, belief in herself and in God, and worked diligently to surround Shirley with people who could continue this when they could not. That is how the family found their way to Emmaus. They had tried other organizations for Shirley and had chosen Emmaus with the hope and assurance that our faith-based organization would live into their shared values and continue to give Shirley a life with joy, dignity, and respect.

And that is what happened for many, many years. Emmaus was home for Shirley and our team members supported her continued independence, determination, joy, and love. Sadly, Shirley passed away earlier this year and will be missed by all who knew her.

We are grateful for the opportunity to serve all our customers and for the generous support we receive from our community. If you would like to learn more about the services we provide, or ways in which you can support our clients, please visit www.emmaushomes.org.

God Bless,

A handwritten signature in black ink that reads "Cindy Clark".

Cindy Clark
President & CEO

THE POWER OF *community*

Being an active member of your community provides a sense of belonging and significance, which elevates self-esteem and mental well-being. Participation in community activities not only opens doors to social connections but also provides opportunities for personal growth and meaningful experiences.

Emmaus direct support professionals play a crucial role in empowering the individuals we serve to enjoy the same opportunities and experiences as people without disabilities. With the right support, those we serve actively participate in community activities such as sports, arts, volunteering, church, and other social events.

We are committed to enabling accessibility and creating opportunities where everyone, regardless of ability, can lead fulfilling and independent lives.



JULIA AND CAROL GO TO GRACELAND

Emmaus exemplifies the importance of providing excellent customer service by focusing on listening to the wants, needs, and dreams of our clients. We have created a culture that revolves around empathy, compassion, and personalized support. By actively listening to clients, we ensure that services meet individual expectations and empower clients to fulfill their dreams.

For Julia and Carol, lifelong fans of the iconic Elvis Presley, a dream came true as they embarked on a memorable vacation to Graceland in Memphis, Tennessee. Accompanied by their direct support professionals, Jazmine and Stacy, the journey was filled with joy, laughter, and cherished moments. With favorite Elvis songs like "Jailhouse Rock" and "Love Me Tender" fueling their excitement, the group experienced the magic of Elvis' home and created unforgettable memories together.

Throughout the journey, the presence of direct support professionals Jazmine and Stacy played an invaluable role. Their commitment to providing exceptional care and support shone through every step of the way. Jazmine and Stacy not only ensured that the logistical aspects of the trip were handled with care but also created an atmosphere of warmth, inclusivity, and joy. This adventure to Graceland serves as a reminder of the profound impact that dedicated professionals and personalized support can have, fostering a sense of empowerment, happiness, and fulfillment for all, an outstanding example of customer service.



ADVOCATE

This past March, clients and staff had the opportunity to travel to the Missouri capitol in Jefferson City to talk with legislators on Disability Rights Legislative Day.

ADVOCACY plays a major role in the success of our mission. We rely on passionate people **like YOU** to speak up and take action on issues of accessibility. Together, we can make the world a more accessible place for those with disabilities.

Want to become an advocate? Visit emmaushomes.org/advocate to see how **YOU** can make an impact.



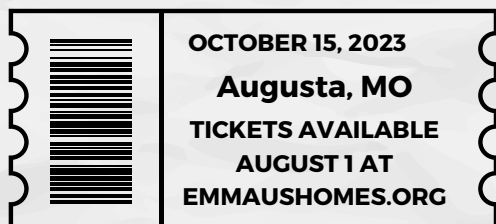
**DISABILITY RIGHTS ARE
HUMAN RIGHTS**



UPCOMING EVENT

Waves of Inspiration

EVENT ON THE RIVER



Support our Mission

Donate

Make a gift and support our mission

Advocate

Ask your elected officials to fund services

Volunteer

Impact someone's life through service

Attend an Event

Attending an event helps us get the word out

Become a Host Home

Get paid to work from home

