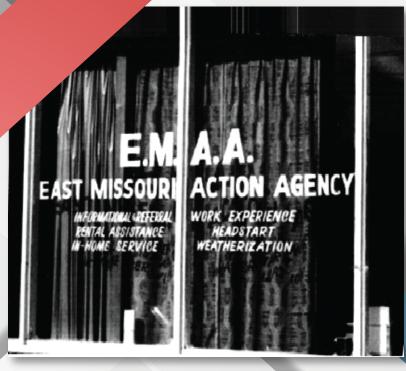
East Missouri Action Agency





Helping People. Changing Lives.

- GREETINGS -

It is a great honor to present to you East Missouri Action Agency's 2018 Annual Report.

I want to thank our board members for their dedication and service to the agency and for the support they provide to the staff. Our board members are committed to the communities and low-income families we serve.

The programs operated by the East Missouri Action Agency (EMAA) continue to focus on the needs of our communities and its citizens. In 2018, EMAA conducted the Community Needs Assessment and began the process of developing our Strategic Plan for the next three years. This process examined the needs of the communities we serve, helped to identify gaps in services and acknowledged the barriers facing families trying to reach their highest potential. The EMAA Board of Directors approved our strategic plan in August 2018.

This report will highlight some of our accomplishments, leadership, and the impact that EMAA made during 2018. We are proud of the work we do at EMAA to assist communities and families. We hope the information and stories that follow provide you with insight into how we are "Helping People, Changing Lives".

Warmest Regards,

Keri McCrorey, CCAP

EMAA Executive Director



Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live.

We care about the entire community, and we are dedicated to helping people help themselves and each other.

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Our MISSION:

EMAA cultivates communities of opportunity and supports people in reaching their highest potential.

Our VISION:

Communities where everyone's potential to thrive is unlimited by community conditions.

Serving the Southeast Missouri Counties of:

- Bollinger
- Cape Girardeau
- Iron
- Madison
- Perry
- St. Francois
- Ste. Genevieve
- Washington



A Letter From the Board Chair

Greetings from the Board of Directors! Welcome to the Annual Report of the East Missouri Action Agency. On behalf of the dedicated men and women of the EMAA Board of Directors, the Head Start Policy Council, and the EMAA Staff, you are invited to review how the agency operates. We like share information about all of the excellent programs and activities that EMAA provides in our region. Our Goal is to positively impact the communities in which we all live.

The East Missouri Action Agency is one of nineteen Community Action Agencies serving the State of Missouri. Our primary focus is to address the poverty that is so prevalent among those who reside in Bollinger, Cape Girardeau, Iron, Madison, Perry, St. Francois, Ste. Genevieve, and Washington counties in Southeast Missouri. Assistance is provided for those most in need, with the principle focus of providing the necessary support and skills that allow individuals and families to become self-sufficient.

Living in the crisis of poverty, is one of the most difficult challenges facing individuals and families throughout Southeast Missouri. EMAA provides assistance and resources necessary to help those citizens in need to find employment. EMAA helps to provide housing for those who have none. EMAA help families learn how to save money so they can make the down payment for a home of their own. EMAA helps the sick, the elderly, and families with very young children stay comfortable and healthy during the extreme weather that occurs in the winter and summer. Through Head Start, EMAA provides a strong educational foundation for young children to be successful when they enter public school. EMAA provides resources for economic development in its service area in the form of small business loans to those who otherwise would not qualify due to their distressed situation. And, in response to the ongoing healthcare crisis in our country, EMAA provides women's wellness programs to assist in maintaining good health as well as, providing preventive services, and assistance if there is a health issue that requires immediate attention.

Please take a few moments to review this booklet to learn more about the East Missouri Action Agency and how we actively participate in your community. Chances are, you know someone we have helped, or can recommend us to someone that we can help. If you would like to know more about EMAA and its programs and services, please call us at 573-431-5191. We're happy to hear from you!



- Denis Moore, Board Chair

EMAA Leadership Team



Keri McCrorey Executive Director



Bill TuckerHousing Director



Cathy PooleCommunity Service Director



Lucia Obergoenner
Women's Wellness Director



Julie Pfeifer
Human Resources



Renee Killian
Head Start Director

EAST MISSOURI ACTION AGENCY, INCORPORATED BOARD OF DIRECTORS 2018-2019

BOLLINGER COUNTY

Sonya Fulton — Public Sector representative Chester Hayes — Low-Income representative Tonya Martin — Private Sector representative

CAPE GIRARDEAU COUNTY

Lisa Reitzel — Public Sector representative
Tina McMahon — Low-Income representative
Lee Asher — Private Sector representative

IRON COUNTY

Jim Scaggs — Public Sector representative

Pamela Kugel-Rolls — Low-Income representative

Tami White — Private Sector representative

MADISON COUNTY

Jim Thompson — Public Sector representative
Vicky Brewington — Low-Income representative
Denis Moore — Private Sector representative

PERRY COUNTY

Mike Sauer — Public Sector representative Khala Young — Low-Income representative Zachary Rozier — Private Sector representative

ST. FRANCOIS COUNTY

Patrick Mullins — Public Sector representative Letitia Dixon — Low-Income representative Tammy Durbin — Private Sector representative

STE. GENEVIEVE COUNTY

Juile Bova — Public Sector representative Laura Bourisaw — Low-Income representative Bernice Noble — Private Sector representative

WASHINGTON COUNTY

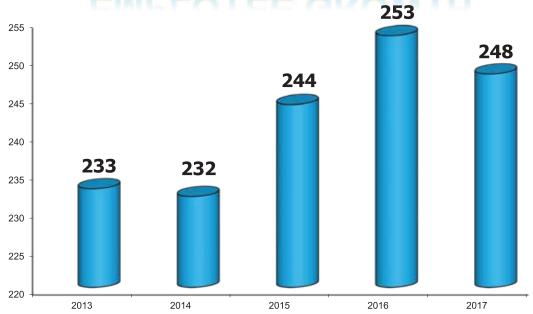
David Sansegraw — Public Sector representative Linda Woods — Low-Income representative Sarah Thurman — Private Sector representative

Tammy Durbin serves as the EMAA Board of Directors representative to Head Start Policy Council. **Sarah Thurman** serves as the Head Start Policy Council Liaison to the EMAA Board of Directors. The liaison serves at the 8th member of the Private Sector representatives.



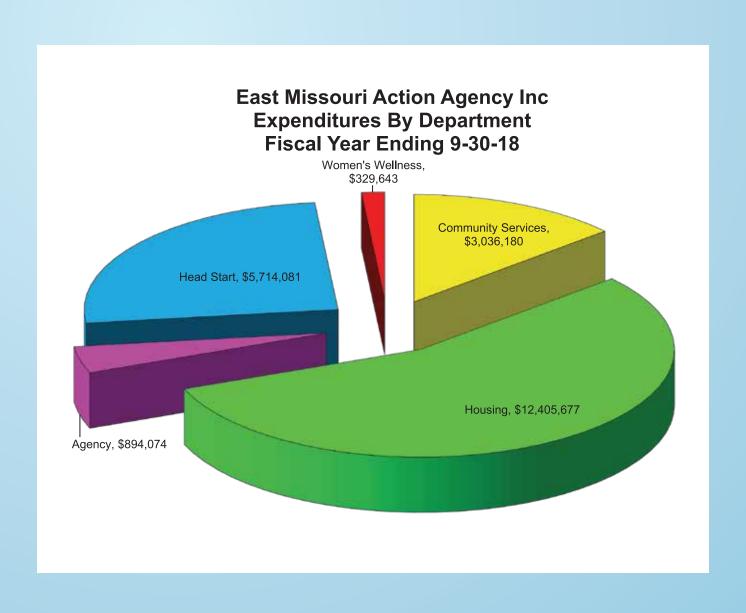
EAST MISSOURI ACTION AGENCY EMPLOYMENT

EMPLOYEE GROWTH 253



AGENCY BUDGET OVERVIEW (October 2017 to September 2018)

Department	Budget
Community Services	\$3,036,180
Women's Wellness	\$329,643
Head Start	\$5,714,081
Housing	\$12,405,677
Administration ON REPORT THIS SAYS AGENCY	\$894,074
Grand Total	\$22,379,655



OUR SUCCESS IN NUMBERS

Community Services	♦ 1493 households received assistance with federal and state taxreturns resulting in \$1,107,496 in tax credits.			
Services	♦ 15,755 volunteer hours were contributed to the agency with 11,324 hours contributed by low-income individuals.			
	♦ East Missouri Action Agency has 84 partners in the service area.			
	◆ 7,286 families who received heating assistance.			
	◆ 12,845 nutritional meals served to low-income children through the Summer Food Feeding Program.			
	♦ 69 youth participated in Reality Enrichment and Life Lessons (REALL) Project, a simulation designed to challenge youth to think critically about how choices and decisions made in adolescence may have consequences in adulthood.			
	♦ Through the SEMO Assets Program in Community Services and the Family Self-Sufficiency Program in Housing, 19 individuals increased their savings by a total of \$21,563. Also Through the SEMO Assets Program, one participant started a new small business, while another one was able to expand a current business with their savings.			
	♦ Step Up to Leadership – One successful graduate in 2018.			
Head Start	♦ 651 early childhood opportunities were preserved by the Head Start Program.			
	♦ 651 children received immunizations, dental and medical screenings.			
	♦ 651 children participated in pre-school activities to develop school readiness skills.			
	♦ 151,447 nutritional meals served to low-income children through the Head Start Program.			
Housing	♦ 75 homes weatherized through the Weatherization Program.			
	 2,547 families maintained safe and affordable housing through the Section 8 program. 			
	♦ 2,379 families maintained safe and affordable housing through Section 8.			
Women's	♦ 3 Women's Health Clinics were preserved.			
Wellness	♦ 1,050 women and men received reproductive services and other health care services through Women's Wellness.			

East Missouri Action Agency proudly partners with 84 businesses, companies, and organization through the eight county service area.

HEAD START DEPARTMENT

Head Start: the Growth Between 2017 and 2018

Budget Amounts

2017 2018

\$4,566,655 \$4,689,647

Number of Participants

2016—2017 2017—2018

629 652

Number of Volunteer Hours

2016-2017 2017-2018

12,527.75 14,566.85

Number of Meals Served

2016—2017 2017—2018

174,203 190,321



HEAD START SUCCESS STORIES 2018

A grandmother raising two of her grandchildren one of which has Juvenile Diabetes graduated from Mineral Area College with an Associate's Degree while working numerous jobs. She has been working on her pre-requisites to get into nursing school. Trixie St. Clair raised 3 girls of her own and then along with her husband, Mike, adopted 3 children from within the family. Her long term goals are to continue with her education and complete her Nursing Degree. Trixie could have well given up her dreams of having a career in the nursing field, but she opted to continue with her education and raise her family at the same time. This is what we call going above and beyond.

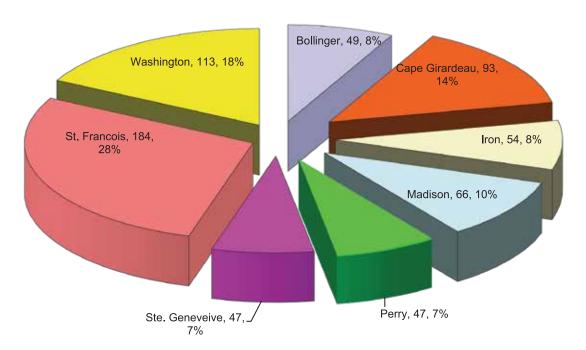
Well done Trixie!

We have a parent named Stephanie Rollet who has had her child in head start for 2 years here. During this entire 2 years the family has lived in an RV. When her child started here last year, mom was unemployed as well. The child cried daily and was not potty trained. Towards the beginning of this year, mom got gainful employment. The child's tears stopped, and she became potty trained as well. Mom and child both let go of their separation issues. Mom recently studied to take her CDL license test, and passed it! She now works part time at the old job, plus has become a bus driver for public school too. She loves driving the bus. The family also has just rented a house in town and are currently in the process of moving in. It has been wonderful seeing the positive changes the family has gone through. Stephanie is our Parent Committee President and also is our Policy Council Representative. She has been very instrumental in parent fundraising this year and printed the children's graduation shirts for every child in the center.

Christyn



Head Start Children Served





EMMA HEAD START POLICY COUNCIL MEMBERS 2018-2019

BOLLINGER COUNTY

Laura James — Parent and Community representative

CAPE GIRARDEAU COUNTY

Felice Patton – Community representative

IRON COUNTY

Dorothy Moyer – Parent representative Adam Logan – Community representative

MADISON COUNTY

Tim Dain – Parent representative

Ruth Ann Skaggs – Community representative

PERRY COUNTY

Stephanie Rollett- Parent representative Bonnie Welker – Community representative

ST. FRANCOIS COUNTY

Jacob Borgmann - Bonne Terre – Parent representative

James Vaughn - Farmington – Parent representative

Melissa Robertson – Farmington II Parent representative

Deanna Hornbuckle –Mid St. Francois representative

Sarah Thurman – Community representative

STE. GENEVIEVE COUNTY

Ryan Mattison – Parent representative Barb Sherry – Community representative

WASHINGTON COUNTY

Angie Mehrtens – Parent Representative

Bonnie West – Community representative

EMAA Board of Directors Liaison to Head Start Policy Council

Tammy Durbin



Women's Wellness Center 2018

Women's Wellness Center provides comprehensive reproductive health services and education to women, men, and adolescents in Park Hills, Cape Girardeau, and Fredericktown. We offer two programs, Title X and Show Me Healthy Women program, through which we deliver a number of services including annual preventive exams, cervical and breast cancer screening, sexually transmitted infection screening and treatment, vaginal infection diagnosis and treatment, full range of contraception, including long acting reversible contraception (implant and IUD;s), pregnancy testing and counseling.

This year, we served 1,097 unduplicated clients through 1,828 provider visits. Approximately 75% of our clients fall below 100% Federal Poverty Level and have no or very nominal cost for services they receive. Of those serviced we provided:

- 370 cervical cancer screenings
- 373 clinical breast exams, with 26 referrals due to abnormal findings
- 810 sexually transmitted infections screenings

We are proud of our collaboration with Missouri Baptist Breast Care Center which provides women in our community's access to life saving breast cancer screening. We have also partnered with Southeast Missouri State University to bring sexually transmitted infection screening services to students, at least four times per year.



Our Nurse Practitioner, Lucia Obergoenner, was recognized by the National Family Planning Reproductive Health Association as a Family Planning Champion for her dedication to the field of reproductive health and her clients.

Our goal is to provide up-to-date client-centered care to each and every one of our clients, to make them feel comfortable and help them realize and achieve their reproductive health goals, decrease the number of unplanned pregnancies, promote well-being and optimal health, and promote disease prevention.

WOMEN'S WELLNESS SUCCESS STORIES 2018

"The care I've received at the Women's Wellness Center is exceptional. Each visit is very thorough and I've never felt rushed or overlooked. The staff is compassionate, empathetic, knowledgeable, understanding and committed to the well-being of each patient. Recently teenage daughter visited for her first women's wellness visit. She was very nervous but was made to feel at ease and had all of the questions and concerns addressed in a non-judgmental and comforting way. We could not ask for better care."

Carrie

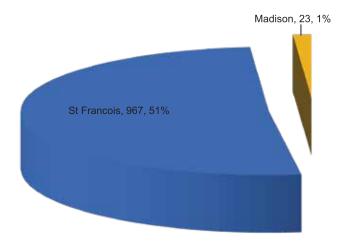
"I was an uninsured women suffering from reproductive health issues, severe enough they were affecting my everyday life. I couldn't afford to be anyone until I finally found EMAA Women's Wellness Clinic. It's thanks to EMAA that my quality of life and health was restored."

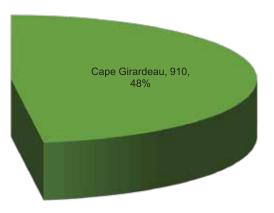
Shay

"I feel like the staff and the Women's Wellness Center is like family to me. They genuinely care about me and they make it so easy to talk to them about my personal health issues. I know they are there for me 24/7 with any question I may have. There is no place I would rather go!"

Lori

WOMEN'S WELLNESS CENTER CUSTOMERS SERVED







COMMUNITY SERVICES

Through the Community Services Department, EMAA assists people in several basic service areas, including Family Intake, Assessment, and Referral (FIAR); income tax preparation; energy assistance programs; emergency assistance; and community resource development.

One aspect of EMAA's Community Services is known as Community Coordination and Resource Development. EMAA coordinates with other local resources to develop new programs and partnerships to bridge gaps and eliminate overlaps in services.

The Low-Income Home Energy Assistance Program is administered as part of EMAA's Community Services Department. LIHEAP is a federally funded energy program designed to assist low-income families with their energy needs. Dollar More, Round Up, and Dollar Help are all privately funded emergency energy programs sponsored by the customers of AmerenUE, Citizen's Electric, and Laclede Gas, respectively. Through our winter energy assistance programs, we were able to ensure that 7,286 families stayed warm.

Another component of Community Services is the Poverty Simulation Project. This program is designed to educate the public on the dynamics of living in poverty by having them participate in a virtual "month in the life" of a family in poverty.

The SEMO Assets Individual Development Account Program allows eligible, motivated families to save money for the down payment on a house, to start a small business, or to provide a family member with post-secondary education.

Our Reality Enrichment And Life Lessons (REALL) project is a simulation designed to challenge youth to think critically about how choices and decisions made in adolescence may have consequences in adulthood. During a REALL Simulation, youth encounter issues such as lack of education due to dropping out of school, not enough income, being labeled as an ex-offender, unplanned pregnancies, etc. They will have to make real decisions, and experience how those decisions can affect their futures. In 2018, over 69 youth participated in a REALL Simulation, which proved to a REALL eye-opener for them.

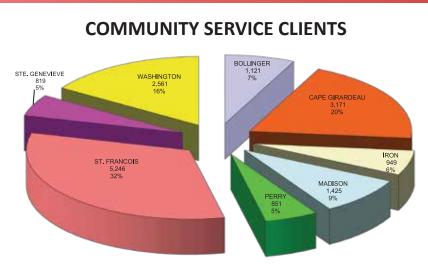
Here at EMAA, we also have a project called Volunteer Income Tax Assistance (VITA). Through this program, we offer free tax help to people whose income falls within the guidelines. The free assistance is provided by volunteers who receive IRS based training on how to prepare basic returns, and they must pass the IRS Certification Test. The VITA Program is conducted in all of our county outreach offices, and last year, we prepared 1,493 tax returns for low -income and senior citizen/disabled households.

This service resulted in:

- ♦ \$1,107,496 in refunds being brought back into our communities.
- ♦ 7,286 families received winter energy assistance.
- 69 youth participated in REALL.
- 1,493 tax returns for low-income and senior citizen/disabled households.
- ♦ 3 Step-Up-To-Leadership graduates.
- ◆ 12,845 meals served in four counties through the Summer Food Service Program.

Community Services in Action

















COMMUNITY SERVICE SUCCESS STORY 2018

Helping People, Changing Lives: This is a phrase we often use within the Agency. Letitia Dixon is a wonderful example of how EMAA staff and services helped Letitia change her life.

When Letitia first came to EMAA, she was facing many barriers to success, including being homeless, no transportation and a limited income. While staying at Shared Blessings, a local shelter, she became connected with a program to assist seniors who wanted to work. Our St. Francois County Outreach Office needed a receptionist and ultimately she was placed in our office on a paid-work experience program. While there, she improved her customer service skills, computer skills, general office skills and work ethic.

As her personal confidence grew, Letitia enrolled in and completed our 12 week Step-Up-To-Leadership Class. A component of this course focuses on the value of serving on local boards. Letitia ran for a seat on the EMAA Board and was elected to serve. She currently represents low-income families on the EMAA Board of Directors.

Letitia now works as an office assistant at the L.I.F.E. Center for Independent Living where she applies the skills she gained working at our office. She has her own apartment and helps others with disabilities by being involved in the many activities at the BJC Clubhouse in Farmington, MO.

Helping Letitia reach her highest possible level of success was our goal. She knew what she wanted to change her life for the better and she is an example of what is possible when personal commitment and opportunity come together.



HOUSING DEPARTMENT

EMAA's Housing Department administers a variety of Housing related programs. EMAA in conjunction with the St. Francois County Public Housing Agency administers the Section "8" Housing Choice Voucher Program funded by the Department of Housing and Urban Development (HUD). This program is designed to assist income eligible income individuals and families with rental assistance payments.

The Federal Government has determined income eligible recipients should not pay more than 30% of their monthly adjusted income. This is the determining factor on the amount the Housing Assistance Payment will be made on behalf of the recipient.

During fiscal year 2017, EMAA was able to provide rental assistance payment for

2,157 income eligible households

5,337 individuals

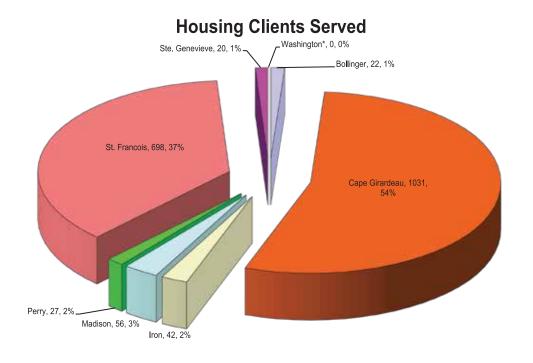
\$9.25 million in rental payments over an eleven county area

EMAA also administers a rental assistance for eligible recipients program through the Missouri Department of Mental Health called Shelter Plus. This program is funded to assist approximately 20-25 families or individuals.

Rental Assistance Programs and Housing Locations included

Housing Choice Voucher Program
Shelter Plus Care Program
Park Hills Apartments (Park Hills)
Madison County Senior Housing
(Fredericktown) Friendship House Apartments
(Farmington)

In addition, EMAA received funding from USDA Rural Development and Missouri Housing Development Commission (MHDC) to rehabilitate homes occupied by owners who otherwise could not afford to make the repairs. Home owners must meet income guidelines established by the funding sources. The primary goal of EMAA is to ensure once the repairs are completed the home provides a safe, sanitary, and decent place to reside for the homeowner.



Housing Department Families Served by Dollar Volume Per County 10/01/2017 – 09/30/2018

County	Families Served	Dollars Spent
Bollinger	20	\$50,929
Cape Girardeau	879	\$4,362,808
Dunklin	202	\$931,708
Iron	36	\$114,143
Madison	62	\$155,975
Mississippi	33	\$122,499
Pemiscot	175	\$833,756
Perry	26	\$78,059
Saint Francois	586	\$2,324,550
Sainte Genevieve	21	\$64,301
Stoddard	<u>32</u>	<u>\$103,582</u>

2072

\$9,142,310

TOTALS

Housing Department Success Story

Ms. Amber Whaley, a single mother of four, began receiving rental assistance under Section 8 Housing Voucher program funded by the Department of Housing and Urban Development in August, 2011.

Ms. Whaley requested and approved to be enrolled in the Family Self- Sufficiency (FSS) Program on September 1, 2014. At the time of enrollment, Ms. Whaley's only income was SSA. In November 2014, she secured employment and began escrowing funds as allowed under FSS guidelines. Ms. Whaley, along with FSS Coordinator, Ms. Hawkins, set objectives for Ms. Whaley which would immediately allow her to reach the goal of becoming a home owner. This had to be accomplished within a five year contracted agreement.

After four years of hard work and meeting her objectives, Ms. Whaley was still facing a few debts that had to be cleared prior to securing a loan to purchase a home that would provide her family with the security she desired.

Ms. Whaley requested and was approve to utilize funds from her escrow account to Clear those debts. Once these issues were addressed Ms. Whaley applied for a loan Through USDA Rural Development. With her debts cleared, and through the help of EMAA Home Ownership Program, she was able to secure the USDA loan and has since purchased a home for her and her family.

To say this was completed and Ms. Whaley was a success in her mission to secure that dream is not that simple. Ms. Whaley had money struggles and issues in that five year span. However, she had the desire and drive to accomplish that dream of becoming a homeowner. SHE made it happen!

Number of Rehabilitated Homes in 2018

7 homes under USDA funding

16 homes under MHDC funding

EMAA has also been instrumental in developing, owning and managing several housing complexes within the agency service area. Funding to construct these complexes is provided by USDA Rural Development. Department of Housing and Urban Development and the Missouri Housing Development Commission.

St. Francois County Public Housing Agency and East Missouri Action Agency Housing Department's Combined 11 County Service Area

Bollinger Pemiscot Cape Perry Dunklin St. Francois Iron Ste. Genevieve Madison Stoddard

Mississippi

St. Francois County Public Housing Agency Board of Directors

Stephanie Bennett, Southeast Missouri Family Violence Council Stephanie Parks, St. Francois County Board of the Developmentally Disabled Laura Miller, Division of Family Services Jimmy Cook, Section 8 Participant Representative Steven Brewen, Section 8 Representative



2018 Summer Food Service Program



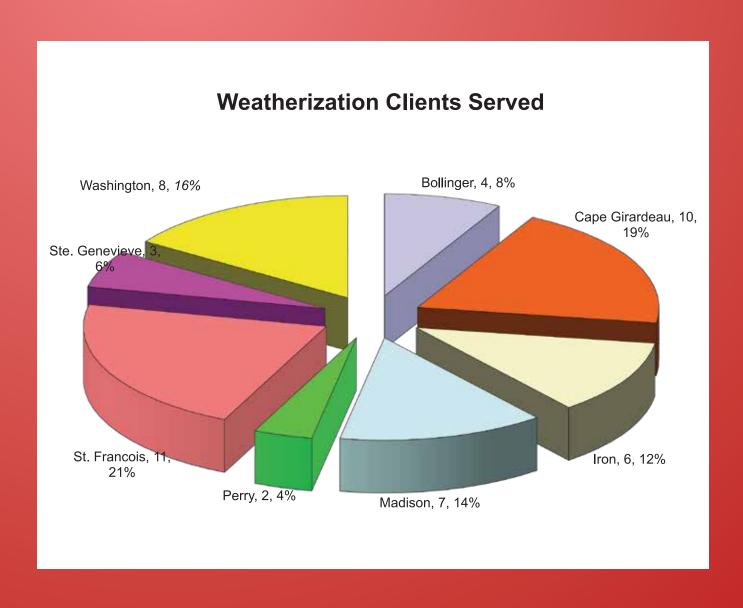
Children need good nutrition all year long.
When school is out during the summer
months, many children no longer have access
to even one nutritious meal each day.
Summer Meal Programs help to fill the gap.

East Missouri Action Agency sponsored Summer Food Service Program sites in Cape Girardeau, St. Francois and Washington counties in 2018. Through this program we were able to serve nutritious meals to children each weekday.





Weatherization Program



Weatherization Program Success Story

3 Calak. Thank-you, for the furnase to make it rice of logg. 63 03 But in my house. 2,0 The furrace gup were very nice of fact. The insulation gusp were friendly + fast & worked to gather 2.0 as a team. I have no complaints 0.3 On anything, you were very nice +. 13 03 0.3 helpful too. Just wanted to let you know how much लेड 03 0.3

I appreciate all that was done to my home

03

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63

Stands again Jain Marler





LOCATIONS

East Missouri Action Agency Administrative Office

403 Parkway Dr., PO Box 308 Park Hills, MO 63601 Phone: 573.431.5191 Fax: 573.431.6773

County Outreach Locations

Bollinger County 104 High Street, PO Box 93 Marble Hill, MO 63674 Phone: 573-238-4220

Cape Girardeau County 1111 Linden St., PO Box 658Cape Girardeau, MO 63702 Phone: 573-334-5533

Iron County 321 S. Knob St. Ironton, MO 63650 Phone: 573-546-3191

Madison County 285 Jennifer St. Fredericktown, MO 63645 Phone: 573-783-5226

Perry County 25 S. Jackson St., PO Box 476 Perryville, MO 63775 Phone: 573-547-2014

St. Francois County 903 E. Chestnut St. Desloge, MO 63601 Phone: 573-431-0103

Ste. Genevieve County 95 Ste. Genevieve Drive, Ste. Genevieve, MO 63670 Phone: 573-883-7252

Washington County 10048 Settle Mill Rd. Cadet, MO 63630 Phone: 573-438-3528

Women's Wellness Clinic Locations

Park Hills Clinic 403 Parkway Dr., PO Box 308 Park Hills, MO 63601 Phone: 573-431-5191 Fax: 573-431-7449 **Cape Girardeau Clinic** 1111 Linden St., PO Box 658 Cape Girardeau, MO 63702 Phone: 573-334-2516 Fax: 573-334-2517

Fredericktown Clinic (quarterly only) Madison County Health Department

806 W. College Ave. Fredericktown, MO 63645 Phone: 573-783-2747 or 888-351-9175 Fax: 573-783-8039

Housing Satellite Locations

Cape Girardeau County Outreach Office 1111 Linden St., PO Box 658 Cape Girardeau, MO 63702 Phone: 573-334-3666 Fax: 573-334-1224

Hayti Housing Office 705 W. Third, PO Box 431 Caruthersville, MO 63830 Phone: 573-333-5227 Fax: 573-333-5666

Head Start Locations

Bollinger County #160 Hwy 34E, PO Box 626 Marble Hill, MO 63674 Phone: 573-238-3652

Bonne Terre Center #2 Savannah Drive Bonne Terre, MO 63028 Phone: 573-358-5422

Cape Girardeau County 1111 Linden, PO Box 658 Cape Girardeau, MO 63702 Phone: 573-334-5533

Farmington Center 135 Vierse Dr Farmington, MO 63640 Phone: 573-747-0373

Farmington II Center 46 Birch Tree Lane Farmington, MO 63640 Phone: 573-454-2278

Iron County 321 A South Knob Ironton, MO 63650 Phone: 573-546-2185

Madison County 600 S Chamber Drive Fredericktown, MO 63650 Phone: 573-783-7112

Mid St Francois County 204 Tenth Street Park Hills, MO 63601 Phone: 573-431-2658

Perry County 104 N. French Street Perryville, MO 63775 Phone: 573-547-8496

Ste. Genevieve County 95 Ste. Genevieve Drive Ste. Genevieve, MO 63670 Phone: 573-883-3434

Washington County 512 State Street Mineral Point, MO 63660 Phone: 573-438-1515



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