



Helping People, Changing Lives

East Missouri Action Agency

# 2021 Annual Report

# Greetings

Dear Friends,

We are on a mission to help people and change lives. Therefore, it is with great honor that we present the FY2021 EMAA Annual Report highlighting the success of many people and the programs we operate.

Despite the challenges of this difficult year, we have continued to press forward to ensure the entire community is a better place. We believe that every person can lead a meaningful life, and we work hard to make this happen. Of course, we could not do any of this work without our staff and the support of the agency's board of directors. Additionally, we value our partners that have helped us achieve many of these successes.

We have a lot more to accomplish in the future. But, we will continue to press onward to achieve our goal of building a better community for all and helping people help themselves.

Warmest Regards,

**Keri McCrorey, CCAP**  
**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, Our Vision

## Mission:

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

## Vision:

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

## Serving the Southeast Missouri Counties Of:

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





# Words From The Board

Welcome to the Annual Report of the East Missouri Action Agency,

On behalf of the dedicated members of the EMAA Board of Directors, the Head Start Policy Council, and the EMAA Staff, you are invited to review how this agency operates and the services that are available. We love to 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 live.

The East Missouri Action Agency is one of nineteen Community Action Agencies that serve the State of Missouri. The primary focus is to address poverty which is so prevalent within 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 and maintain their dignity.

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 families in need to find employment with a living wage. EMAA helps to provide housing for those who have none. EMAA helps 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 are always happy to hear from you!

**- Denis Moore, Board Chair**



# EMAA Leadership Team



Keri McCrorey, CCAP  
Executive Director



Denise Johnson  
Human Resources Coordinator



Bill Tucker  
Housing Director



Lucia Obergöner, WNHP -- BC  
Nurse Practitioner/Women's Wellness  
Program Director



Renee Killian, CCAP  
Head Start Director



Nicolle Hahn  
Community Services Director

# **East Missouri Action Agency, Inc**

## **Board of Directors 2021**

### **Bollinger County**

**Leo Arnzen**

**Chester Hayes**

**Kim Sawyer**

### **Cape Girardeau County**

**Lisa Reitzel**

**Scott Johnson**

**Lee Asher**

### **Iron County**

**Ron Chandler**

**Melinda Racca**

**Tami White**

### **Madison County**

**Jim Thompson**

**Julia Koch**

**Denis Moore**

### **Perry County**

**Mike Sauer**

**Charles Duvall**

**Daniel Wichmer**

### **St. Francois County**

**Harold Gallaher**

**Sarah Thurman**

**Thomas R Dudley**

### **Ste. Genevieve County**

**Julia Bova**

**Barb Sherry**

**Bernice Noble**

### **Washington County**

**David Sansegraw**

**Michelle Roland**

**Mark Werley**

# EMAA Head Start Policy Council Members 2021

## **Bollinger County**

Morgan Hines

Laura James

## **Cape Girardeau County**

Felice Patton

## **Iron County**

Adam Logan

Diana Wolfery

## **Madison County**

Scott Bates

Johnna Easter

## **Perry County**

Hayley Cathey

## **St. Francois County**

Sarah Thurman  
Amber Cauvey  
Cynthia Wilcox  
Nicole Tate  
Mark Werley  
Tina Kater

## **Ste. Genevieve County**

Sheila Robinson

## **Washington County**

Angie Mehrrens  
Julie Forrester-King

# Agency Budget Overview

Department	Budget
Community Services	\$4,635,698
Housing	\$12,529,655
Head Start	\$7,732,917
Women's Wellness	\$423,415
Administration	\$1,030,000
<b>Total</b>	<b>\$26,351,683</b>



# Our Success in Numbers

**9,804** families were served through our energy assistance programs

**3,394** individuals/families were given referrals to help them acquire need resources

**15 hours** of training were provided to small business owners through SEED\$

**741 federal/state income tax returns and MO-PTCS** were completed for free for low income, elderly, and disabled clients

**127,926 meals** were served to low-income children in all eight counties through our Head Start Program

**939 food boxes** were given out to families during the year

**8,380 volunteer hours** were contributed to the agency with **8,333 hours** contributed by low-income individuals

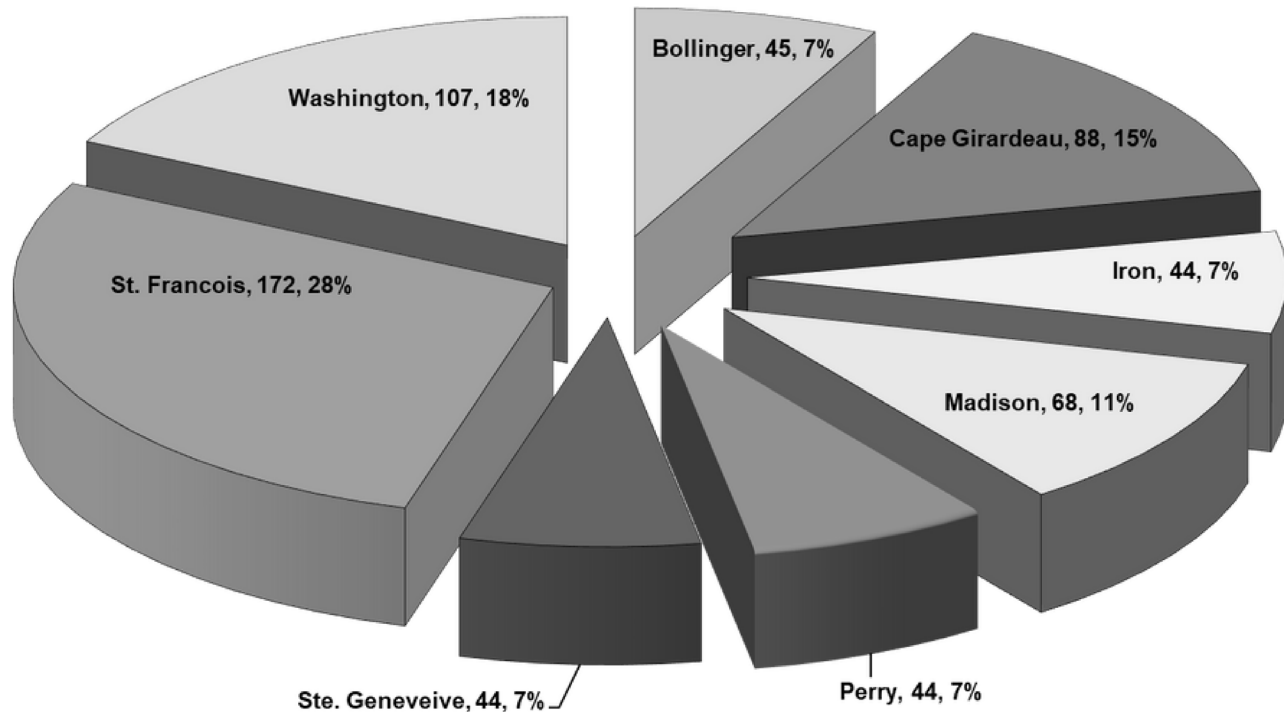
**22 individuals** obtained employment through the Family Self-Sufficiency and SkillUp Programs

**428 households** experiencing homelessness obtained safe temporary shelter through the Uplift Homeless Shelter

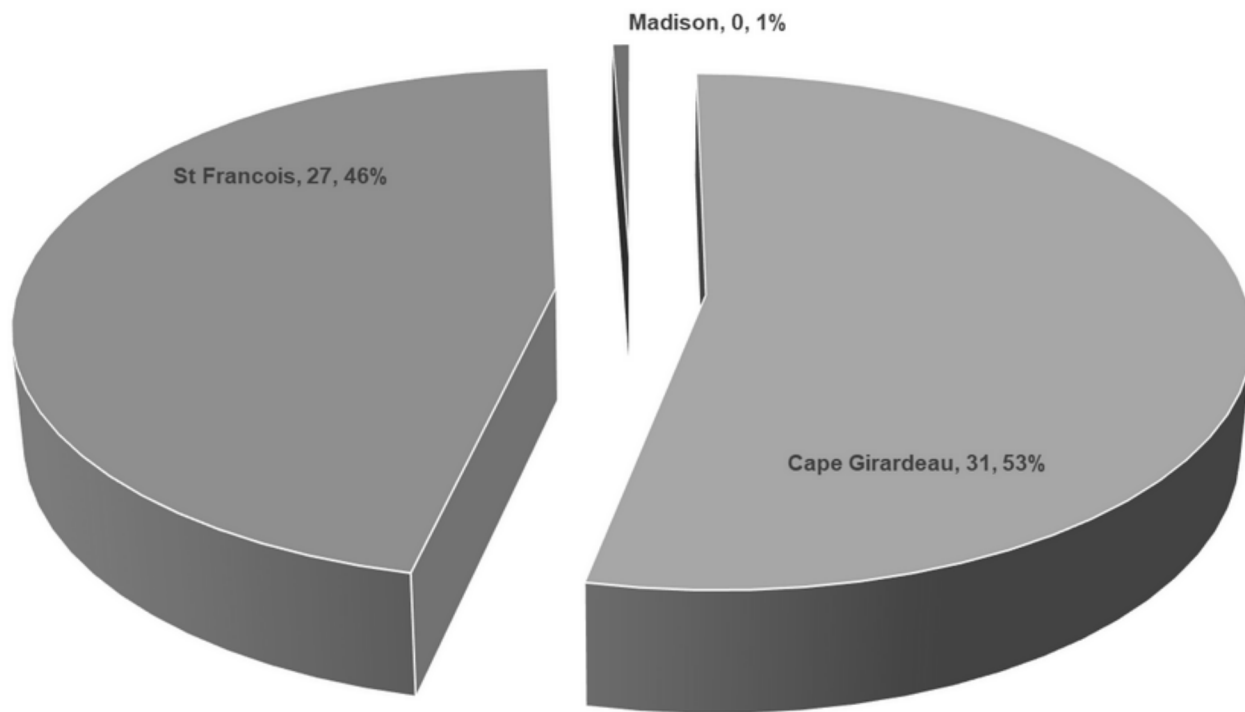
**508 households** were assisted to obtain safe, affordable, permanent housing through Housing and Community Services Programs

**1,169 individuals** demonstrated improved physical health and well being through various Women's Wellness services

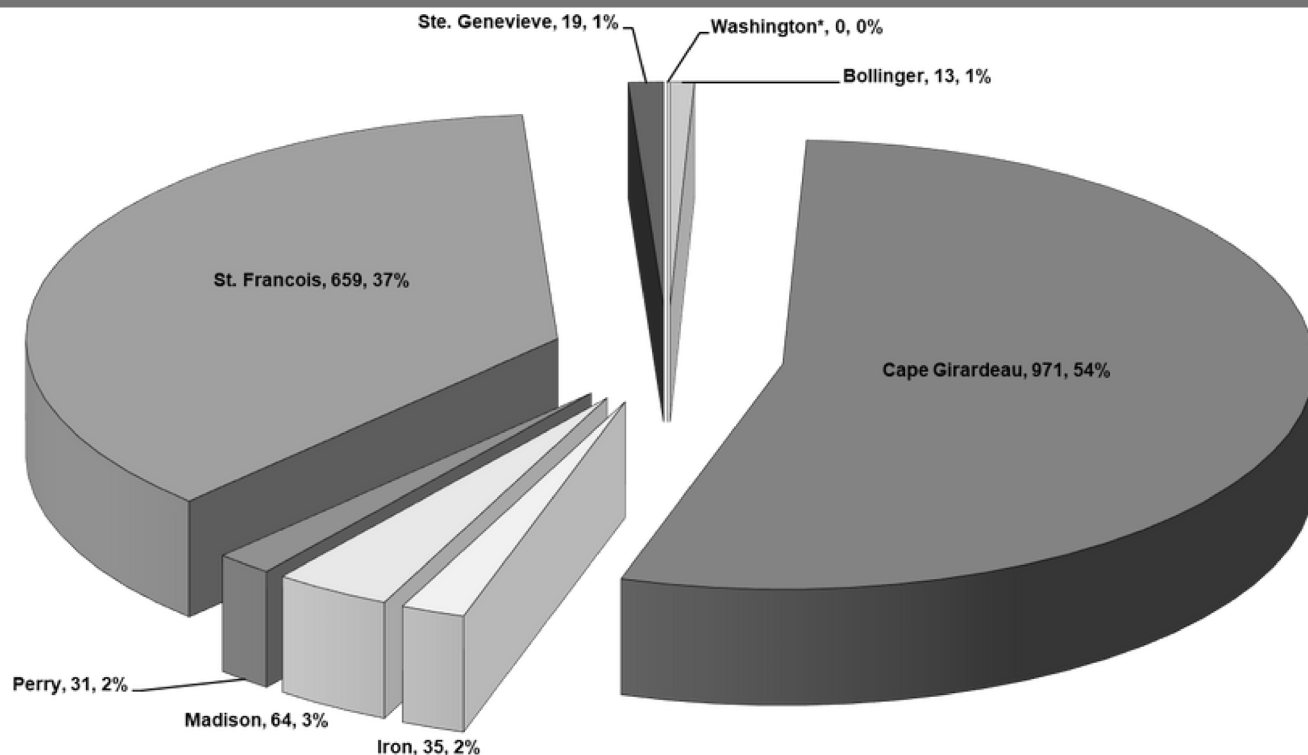
## ***Head Start Children Served***



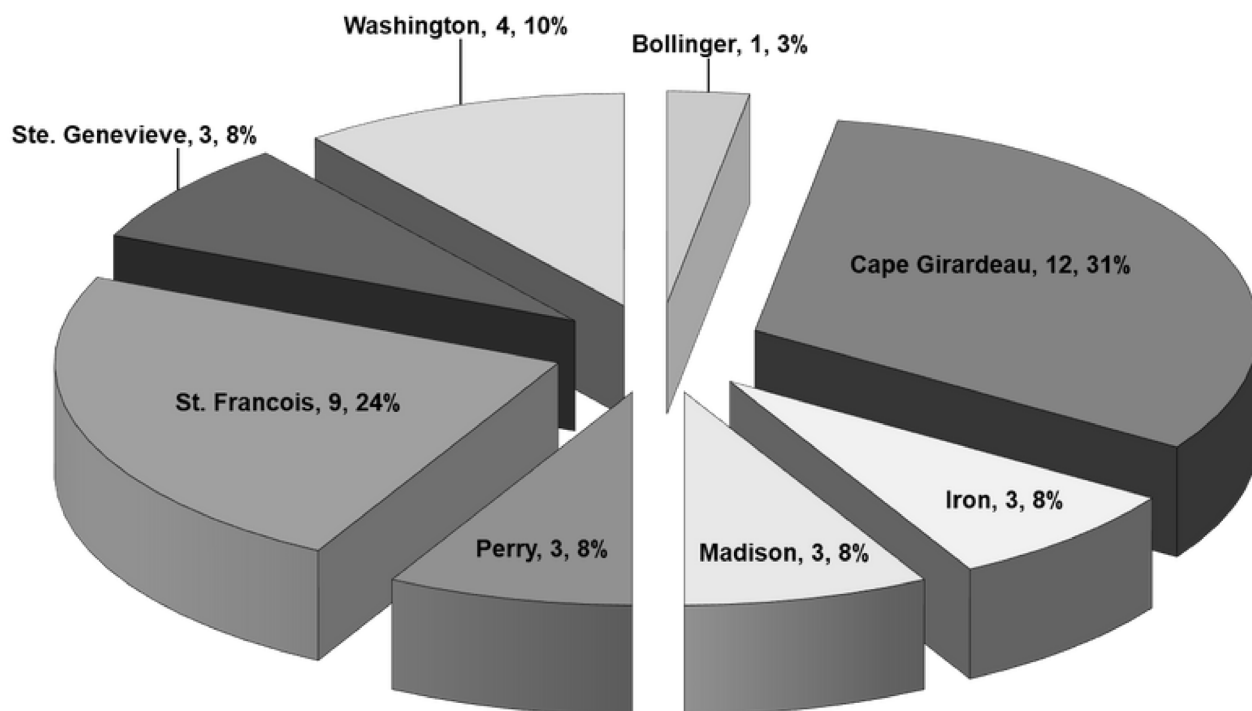
## ***Women's Wellness Unduplicated Clients***



## ***Housing Clients Served***

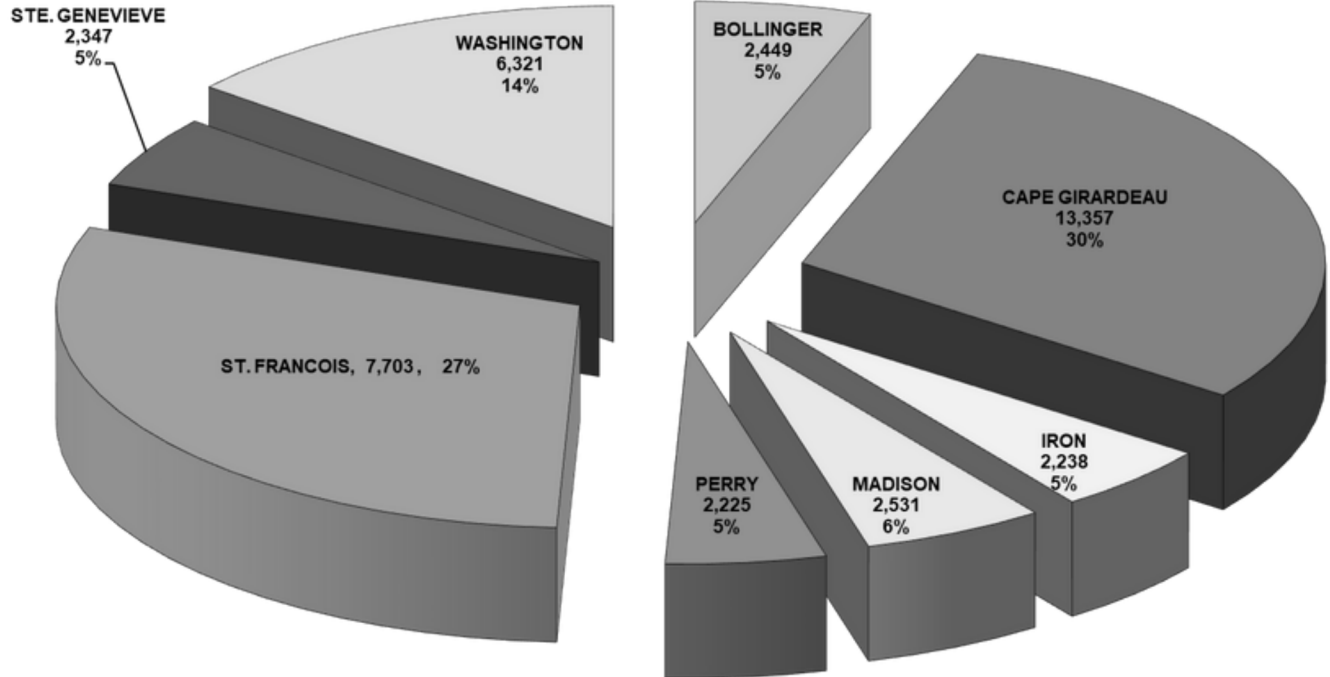


## ***Weatherization Clients Served***





## ***EMAA Poverty Population Census Data***



# Head Start

We are proud of our Head Start program with the services we provide to families and children. It is because of our extremely dedicated staff we are able to continue to provide exceptional services to the families, children, and our community.

Eighty-nine percent of our teachers have a four year degree in Early Childhood or a related field. We have 55 Assistant Teachers of which eighteen (18) have at least a CDA and four (4) have an AA or greater and five are currently enrolled to obtain their CDA while three are waiting on their CDA certification.

We have thirteen (13) Family Advocates of which eight (8) have a Family Service Credential and two (2) have a BA degree.

Longevity with the program is one of our biggest assets at EMAA. Of 134 employees, 46 have been with our agency and the Head Start program for 10+ years. All current staff members are either fully vaccinated against the COVID-19 virus or have a medical/religious exemption and test weekly.

EMAA Head Start is funded to service 542 children. In 2021 we served 592 children. Following are some examples of how we serviced these children. This is a summary and does not reflect all services provided by out children and families:

- Health: 543 children received medical exams and 404 children received dental exams
- Nutrition: 127,926 nutritious meals were served to our children through breakfast, lunch, and snack
- Parent involvement/Social Services: 2,082 referrals were given to our families throughout 2021
- Education: Data from Spring 2021 aggregation indicates that children improved in all outcomes. All but six data points, out of 19, were above 80%
- Disabilities: 61 children of our funded enrollment of 542 had a diagnosed disability with an IEP

# Head Start

Head Start is a child development program designed for three to five-year-old children from low-income families with the hope of breaking the cycle of poverty. The Head Start approach involves including the parent as the child's primary educator and getting the entire family and community involved. *It shall be noted 2021 was, again, a year we could never have expected. However, Head Start prevails during all challenges for our children and families and we continued services and enrolled new students, after only enrolling returning students in 2020.*

## **Funds Received for Head Start Services from January 1, 2021 - December 31, 2021**

Head Start Continuation Grant	\$5,217,748
Cost of Living Adjustment	\$62,978
American Rescue Plan	\$648,503
<hr/>	
Grant Total for 2021	\$5,694,062

The Child and Adult Care Food Program (CACFP) is a federal program that provides reimbursements for nutritious meals and snacks to eligible children and adults' who are enrolled for care at participating child care centers, day care homes, and adult day care centers. In 2021 we received \$234,208 from CACFP.

We are required, by receiving Federal funds, to contribute a non-Federal match of 20% of our total Continuation grant amount in non-Federal dollars. For the 2021 grant year we were required to obtain \$1,304,437; however, we did ask for a waiver due to COVID restrictions. Our total for the 2021 grant year, which we acquired through volunteer hours, donated items, and rental fair market value was \$1,128,244.84

# Housing

Many people struggle to find affordable housing solutions in the EMAA service area. In an effort to meet those needs, EMAA utilizes rental assistance programs and creates affordable housing through new construction.

The housing department administers several different programs to help income eligible households pay part of their rent in a home that is safe, sanitary and affordable. EMAA is the administering agent for the Section 8 Housing voucher program serving 11 counties in Southeast Missouri. As part of the Section 8 voucher program, participants can use their voucher to buy a home by utilizing their voucher in meeting their homeownership expense. Currently there are over 2,100 families receiving rental assistance each year.

## Families Served By Dollar Volume Per County

County	Families Served	Dollars Spent
Bollinger	13	\$43,982
Cape Girardeau	900	\$4,449,251
Dunklin	234	\$1,042,549
Iron	31	\$90,828
Madison	57	\$125,410
Mississippi	30	\$112,487
New Madrid	8	\$43,473
Pemiscot	202	\$890,673
Perry	25	\$103,456
Saint Francois	630	\$2,301,449
Sainte Genevieve	13	\$61,979
Scott	9	\$48,916
Stoddard	24	\$78,584
<b>Total</b>	<b>2176</b>	<b>\$9,393,037</b>

# Housing

Additionally, EMAA operates the following rental assisted programs:

- Veteran's Affairs Supportive Housing
- Family Self Sufficiency Program
- Shelter Plus Care Program

EMAA has been involved in developing affordable housing across our service area for many years. In partnership with Missouri Housing Development Commission, USDA and local developers over 500 units of affordable housing has been constructed. Our most current partnership is with HRM Services to build twenty-four affordable senior housing units in Farmington, MO.

EMAA provides property management of 4 apartment complexes in Southeast Missouri.

- Friendship House Apartments-Farmington, MO
- Oaks Terrace Senior Living Apartments- Fredericktown, MO
- Cheryl Estates I & II- Potosi, MO
- Park Hills Apartments- Park Hills, MO



# Senior Center

In 2020-2021, East Missouri Action Agency took over the management of Farmington Senior Center. In the early part of the year, the Senior Center was closed to the public, and only offered home-delivered meals and carry-out due to COVID.

The Center reopened to the public at the end of June. From June to the end of the fiscal year, the center was open in-house for dining 64 days. In these 64 days, the center averaged 63.54 meals a day. The center also averaged 82 home-delivered hot meals per day, and 350-450 frozen meals per week.

By the end of the year, the center ran a full schedule of activities and in-house dining number steadily increased.

## Activities Include:

- Two different senior exercise classes
- Dominoes Club
- Paper Crafting Classes
- Wood Carving Club
- Quilt Guild
- Bingo
- Red Hats
- Bunco
- Alzheimer's Supper Group
- Monday Night Dance
- Quilting Class
- Independent Bible Study
- Veteran's Day Ceremony
- Thanksgiving Feast
- Christmas Dinner & Dessert Bar
- Inter-generational Easter Egg Dying
- Carols & Cookies with Mineral Area Homeschool Community
- Final Wishes estate planning classes
- Much More!

# Weatherization

Weatherization assistance has provided a free service to home owners and renters who are income eligible in the eight counties we serve by EMAA. Our Mission is to reduce the energy burden on low-income residents by installing cost-effective energy efficiency measures, while ensuring their health and safety. For every \$1 invested, weatherization returns \$2.72 in benefits (national average). These include \$1.65 in energy related benefits and \$1.07 in other benefits such as reducing pollution, unemployment and adverse health concerns.

## Homes Weatherized by Month All Funding

October 2020	2
November 2020	2
December 2020	1
January 2021	1
February 2021	1
March 2021	0
April 2021	1
May 2021	2
June 2021	1
July 2021	1
August 2021	3
September 2021	2



# Weatherization

## **EMAA's Weatherization Benefits to Our Clients**

- Reduce energy usage
- Alleviate substandard living conditions and reducing homelessness
- Help to provide a safer, healthier living environment
- Extend the lifetime of affordable housing
- Save energy year after year
- Provide permanent weatherization energy solutions for low-income families
- Average annual energy savings = \$437 first-year per household

## **Program News**

147 homes are on the waiting list to be weatherized as of December 22, 2021. We completed 17 homes during October 1, 2020 - September 30, 2021 from the waiting list for weatherization services.

EMAA Weatherization staff will conduct a blower door test on the home, based on the results of the test the staff or contractor may seal cracks in windows, doors and walls; insulate heat ducts, attics, floors and sidewalls; test and repair heating systems and water heatings



# Women's Wellness Center

In 2021, Women's Wellness Center saw an increase in the number of clients returning for routine preventive care. This was a welcoming sign as preventive care is important in early cancer and chronic disease detection. Clinics continued to focus on decreasing barriers to reproductive health care services and increasing access to affordable care. Our services continued to include telehealth and in-person visits which allowed for flexibility our clients needed. We continued to work through challenges brought on by the COVID-19 pandemic and worked with our grantees and stakeholders to provide the best care in the safest way.

## **We Serve Through 3 Grants:**

**Family Planning or Title X Grant** - provides reproductive health care and associated preventive health care services

**The Right Time Initiative** - provides free or low cost contraception counseling and contraception methods

**Show Me Healthy Women** - state funded program aimed at breast and cervical cancer prevention

## **Services Provided at All Clinic Sites:**

- Well-woman exams
- Contraception counseling (all FDA approved contraception methods)
- Breast and cervical cancer screening
- Sexually transmitted infection testing, treatment, and counseling
- Pregnancy testing and counseling
- Basic fertility screening
- Vaginal infection testing and treatment
- Referral services

# Women's Wellness Center

We were able to resume our services at Southeast Missouri State University campus, providing reproductive health care and sexually transmitted disease counseling to college students.

We strengthened our outreach effort and completed a number of outreach events at local shelters, primary care provider offices, pharmacies, fast food chains, and many more. Our focus was two-fold; we wanted to share the information about our agency as well as reach employers who did not offer health care insurance.

The Right Time Initiative aims to empower individuals to take control of their own health by improving information about, and removing barriers to, contraceptive services, recognizing that decisions always rest with the patient. The Right Time is built upon a commitment to addressing persistent health disparities, with a goal of reducing Missouri's unintended pregnancy rate by 10 percent.

Clients without coverage qualified to receive free contraception and contraception counseling. This has lifted the burden of poor or limited care and the number of unintended pregnancies' due to cost of services for so many people in our community.

The Right Time Initiative has been a success. We have seen an increase in long acting reversible contraception methods such as implant and intrauterine device, both of which are the most effective methods available today.

Title X grant, along with The Right Time and Show Me Healthy Women allowed us to serve 703 unduplicated clients through 1089 clinic visits, providing up to date reproductive health services and free breast and cervical cancer screenings.

As we look ahead, we hope to reach more clients by strengthening our outreach and education programs and continue to work diligently to decrease barriers to reproductive health care for women, men, adolescents in our communities.

"I have been going to EMAA for many years now. Lucia and Donna are very professional, genuine, and take great care of their patients. They treat you like family. You can tell they are passionate about what they do for women in the community." - Women's Wellness Client

# Uplift Overnight Shelter



127



278



10 bed units - July 2021

In 2021 the Uplift Overnight Shelter concluded its first year of operations. During the first year the agency received funding through the Emergency Solutions Block Grant from the Missouri Housing Development Commission. This grant allowed us to expand our services to those who are homeless. In 2021 we served 405 individuals, 53 of which were children under the age of 18. In 2021 EMAA expanded work with many of our partners, and partnered with new partners and volunteers to ensure we were able to serve the homeless population not only in St. Francois County (our highest area of service) but also in the other 7 counties we serve thanks to the funding by providing hotel rooms to our clients.

In July of 2021 we opened up the pods. The pods are comprised of 2 shipping containers with 5 individual units each for a total of 10 units. These units contained heating/AC, a desk, safe, and a twin size bed. Upon opening the pod units were consistently full with a wait list.

Services still include housing, access to agency programs for support, meals, food, laundry services, job searching, case management, applications for food stamps, ID's, and more. The shelter staff grew from a team of 1 to 2 - 4 days a week, to 7 staff with 24/7 operation. Including a shelter manager.



# This Is Us: EMAA



# This Is Us: EMAA



## LOCATIONS

East Missouri Action Agency Administrative Office  
403 Parkway Drive, PO Box 308 Park Hills, MO 63601 – (573) 431-5191

### ***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 658 Cape 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) 574-2014
- St. Francois County** 903 E Chestnut St Desloge, MO 63601 - Phone (573) 431-0103
- Ste. Genevieve County** 95 Ste Genevieve Dr Ste, Genevieve, MO 63670 - Phone (573) 438-3528
- Washington County** 10048 Settle Mill Rd Cadet, MO 63630 - Phone (573) 438-3528

### ***Women's Wellness Clinic Locations***

- Park Hills** 403 Parkway Dr, PO Box 308 Park Hills, MO 63601 - Phone (573) 531-5191 - Fax (573) 431-7449
- Cape Girardeau** 1111 Linden St, PO Box 658 Cape Girardeau, MO 63702 - Phone: (573) 334-2516  
Fax (573) 431-7449
- Fredericktown - Madison County Health Department** 903 W College Ave Fredericktown, MO 63645 - Phone (573) 783-2747 - Fax (573) 783-8039

### ***Housing Satellite Locations***

- Cape Girardeau Office** 1111 Linden St, PO Box 658 Cape Girardeau, MO 63702 - Phone (573) 334-2516
- Caruthersville** 1235 D West Third St, PO Box 271 Caruthersville, MO 63830 - Phone (573) 479-3133  
Fax (573) 922-5037

### ***Head Start Locations***

- Bollinger County** 400 Hwy 34E, PO Box 626 Marble Hill, MO 63674 - Phone (573) 238-3652
- Bonne Terre** 2 Savannah Dr Bonne Terre, MO 63028 - Phone (573) 358-5422
- Cape Girardeau County** 1111 Linden St, PO Box 658 Cape Girardeau, MO 63702 - Phone (573) 334-5533
- Farmington I** 135 Vierser Dr Farmington, MO 63640 - Phone (573) 747-0373
- Farmington II** 46 Birch Tree Ln Farmington, MO 63640 - Phone (573) 218-9190
- 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

