Greetings:
As I reflect on the challenging year we had in 2020; one can agree COVID-19 has impacted us all in some way. The unprecedented challenge of the COVID-19 pandemic for EMAA meant adjusting our service delivery model to ensure families, individuals and communities continued to receive the services necessary while trying to keep people safe.

I am pleased to present to you East Missouri Action Agency’s Annual report for 2020. Our Mission is to cultivate communities of opportunity and supports people in reaching their highest potential. In our report, we are celebrating the achievements we have made over the past year. We hope you enjoy reading about our successes as well.

EMAA will continue to move forward and address some of our communities most pressing challenges. In the meantime, we thank you for taking the time to learn more about EMAA.

Warmest Regards,

Keri McCrorey, CCAP
EXECUTIVE DIRECTOR
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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
LETTER FROM THE BOARD CHAIR

At the East Missouri Action Agency the health and safety of our staff, workforce and community is our highest priority. We want assure you that EMAA is doing its part during these challenging times to prevent the spread of the Coronavirus.

Out of an abundance of caution, and in accordance with the guidance from health and state officials, EMAA is taking those necessary precautions to protect those we serve and those providing access to the many needed services in our communities.

It is under these unprecedented circumstances that I say “Greetings from the EMAA 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 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 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. These challenges have been, and continue to be exacerbated by the Covid-19 pandemic. EMAA provides assistance and resources necessary to help those citizens in need to find employment with a living wage.
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 are always happy to hear from you! Stay Safe and Stay Healthy.

Denis Moore
BOARD CHAIR
EMAA LEADERSHIP TEAM

Keri McCrorey - Executive Director

Denise Johnson - Human Resources Coordinator

Bill Tucker - Housing Director

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

Nicolle Hahn - Community Services Director

Renee Killian - Head Start Director
<table>
<thead>
<tr>
<th>Department</th>
<th>Budget</th>
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<tbody>
<tr>
<td>Community Services</td>
<td>$3,126,324</td>
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<tr>
<td>Women's Wellness</td>
<td>$334,890</td>
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<tr>
<td>Head Start</td>
<td>$6,564,481</td>
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<tr>
<td>Housing</td>
<td>$12,321,615</td>
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<tr>
<td>Administration</td>
<td>$945,000</td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td><strong>$23,292,220</strong></td>
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</table>
OUR SUCCESS IN NUMBERS

Community Services

- 318 volunteer hours were contributed to the agency with 232.5 hours contributed by low-income individuals.
- SEED$ provided 64 hours of training to small business owners and approved two small business loans. Through the training and loans, 13 new jobs were created.
- In the Volunteer Income Tax Program, 621 Federal/State Income Tax returns and MO-PTCs were completed and filed for free to low income, elderly and disabled individuals or families.
- EMAA ensured that over 9,704 families stayed warm through various energy assistance programs.
- 112,322 nutritional meals served to low-income children and families through the Summer Food Feeding Program and CSBG.
- Provided over 3,900 referrals to individuals/families to help them reach needed resources.
- Through the Family Self-Sufficiency and SkillUp Programs, 18 individuals obtained employment.

Head Start

- 614 early childhood opportunities were preserved by the Head Start Program.
- 588 children received medical exams, 543 received dental exams.
- 637 children participated in pre-school activities to develop school readiness skills.
- 65,311 nutritional meals served to low-income children through the Head Start Program.
- 1,563 referrals were given to our families throughout 2020.
- EMAA contracts with Mental Health consultants to provide services to our children and families as needed. They check in monthly on-site with each of our Head Start Centers.

Housing

- 47 homes weatherized through the Weatherization Program.
- 2,217 Families maintained safe and affordable housing through the Section 8 program.
- 5,157 Individuals maintained safe and affordable housing through the Section 8 program.

Women's Wellness

- 2 clinic sites
- 814 unduplicated clients/1436 client visits
- 675 below 100% poverty guidelines
- 493 uninsured, 85 public insurance, 236 private insurance
- 211 cervical cancer screenings, 398 STI screenings, 75 HIV tests
Weatherization Clients Served

- Washington, 5, 11%
- Ste. Genevieve, 5, 11%
- St. Francois, 16, 35%
- Bollinger, 1, 2%
- Cape Girardeau, 10, 22%
- Iron, 2, 4%
- Madison, 3, 6%
- Perry, 4, 9%

Women's Wellness Center All Visits

- St. Francois, 836, 46%
- Madison, 16, 1%
- Cape Girardeau, 948, 53%
EMAA HEAD START POLICY
COUNCIL MEMBERS 2020

Bollinger County
Laura James
Parent Representative

Cape Girardeau County
Felice Patton
Community Representative
Lindsay Long
Parent Representative

Iron County
Adam Logan
Community Representative
Crystal Allgier
Parent Representative

Madison County
Ruth Ann Skaggs
Community Representative
Scott Bates
Parent Representative

Perry County
Bonnie Welker
Community Representative
Jared Ebers
Parent Representative

St. Francois County
Sarah Thurman
Community Representative
Deanna Hornbuckle
Parent Representative
James Vaughn
Parent Representative
Cyrena Dowd
Parent Representative

Ste. Genevieve County
Barb Sherry
Community Representative
Taylor Wilson
Parent Representative

Washington County
Bobby West
Community Representative
Angie Mehrtens
Parent Representative

Liason for Board
Tammy Durbin
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 2020 was a year we could never had expected. However, Head Start prevails during all challenges for our children and families and we continued services virtually after the COVID pandemic took over in March 2020. Returning children from the 2019-2020 school year began center services in September 2020.

Funds Received for Head Start Services from January 1, 2020 – December 31, 2020

<table>
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<tr>
<th>Grant</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Head Start Continuation Grant</td>
<td>$4,975,185</td>
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<tr>
<td>Cost of Living Adjustment/Quality Improvement Grant</td>
<td>$242,563</td>
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<tr>
<td>COVID 19 &amp; Summer Program Supplement</td>
<td>$476,314</td>
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<tr>
<td>Grant Total for 2020</td>
<td>$5,694,062</td>
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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 2020 we received $234,208 from the CACFP program.

We are required to, by receiving Federal funds, to contribute a non-Federal match of 20% of our total Continuation grant amount in non-Federal share dollars. For the 2020 grant year we were required to obtain $1,243,797 in non-Federal match. Our total for the 2020 grant year, which we acquired through volunteer hours, donated items, and rental fair market value was $1,272,449.20 which means we exceeded our required match for 2020.
Head Start Staff

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.

Ninety-five percent of our teachers have a four year degree in Early Childhood or a related field. We have 54 Assistant Teachers of which twenty-two (22) have at least a CDA and six (6) have an AA or greater and many are currently enrolled to obtain their CDA.

We have thirteen (13) Family Advocates of which nine (9) have a Family Service Credential, two (2) have an AA, and two (2) have a BA degree.

Longevity with the program is one of big our assets at EMAA. Of 136 employees, 24 have been with the agency for 10+ years, 15 have been with the agency for 15+ years, and 13 have been with the agency for 30+ years.
In 2020, Women's Wellness Center continued to focus on decreasing barriers to reproductive health care services and increasing access to affordable care. The year proved to be a challenging one but we persevered and continued to provide services, adapting as needed to meet our clients' needs.

**Services provided at all clinic sites:**
- Well-woman exams
- Contraception counseling (we offer 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

To continue the uninterrupted provision of health care services, we implemented telehealth options to not only increase access to health care services but also avoid any unnecessary delays in care.

In June, we received The Right Time Initiative grant. The Right Time is a three year grant, funded by Missouri Foundation for Health, that is based on the simple belief that everyone should have the opportunity to pursue the future they want, including if, when, and under what circumstances to get pregnant.

The 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. Women's Wellness Center is among 6 partner health centers in southeast region of Missouri providing The Right Time services.

The Right Time grant also provides funds for staff team expansion and we welcomed a Certified Medical Assistant to our team who is also responsible for the education and outreach activities under this grant which allows us to strengthen our community partnerships.

Title X grant, along with The Right time and Show Me Healthy Women allowed us to serve 814 unduplicated clients through 1426 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 program and continue to work diligently to decrease barriers to reproductive health care for women, men, and adolescents in our communities.
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 HUD tenant-based 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.

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 of 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
Vanessa L. Jones joined the FSS program for the purpose of assisting me to attain goals for attaining a more secure and stable life, with a lesser need of state or government assistance. Over the past 5 years I have attained my Bachelor's degree in Business Administration and Accounting. I have also been able to obtain employment of full-time and am now able to more easily pay bills and have the finances to purchase the things that my family needs without struggling or needing to rely on others.

The money that I have accrued, while in the FSS program, will now allow me to purchase a more sound form of transportation and with remaining to set up savings and maintain the progress achieved over the past 5 years.

I started this program to try to help push myself to reach my goals in life. When I started I was only working part-time, raising my 4 girls, trying to make ends meet. I wanted to go back to school, but was struggling with how to go about doing it. This program pushed me to succeed in things I never thought were possible. I went through the LPN program, and then on to the RN program. It took years of hard work but I am now able to completely take care of my girls by myself, and I could never have made it this far without the help of this program.

Thank you,
Amy #30244
12-29-20
Weatherization assistance has provided a free service for 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.

<table>
<thead>
<tr>
<th>Month</th>
<th>Number of Homes Weatherized</th>
</tr>
</thead>
<tbody>
<tr>
<td>October 2019</td>
<td>2</td>
</tr>
<tr>
<td>November 2019</td>
<td>1</td>
</tr>
<tr>
<td>December 2019</td>
<td>4</td>
</tr>
<tr>
<td>January 2020</td>
<td>5</td>
</tr>
<tr>
<td>February 2020</td>
<td>6</td>
</tr>
<tr>
<td>March 2020</td>
<td>1</td>
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<tr>
<td>April 2020</td>
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<td>May 2020</td>
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<tr>
<td>June 2020</td>
<td>1</td>
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<td>July 2020</td>
<td>1</td>
</tr>
<tr>
<td>August 2020</td>
<td>2</td>
</tr>
<tr>
<td>September 2020</td>
<td>1</td>
</tr>
</tbody>
</table>
EMAA’s Weatherization Benefits

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

Program News

149 homes are on the waiting list to be weatherized as of September 30th, 2020. We completed 47 homes during the FY 2020 year.

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

Funding Sources: US Department of Energy, Department of Natural Resources/ Division of Energy, Low-Income Home Energy Assistance Program (LIHEAP), Ameren Utilities, Liberty Gas, Spire Gas.
UPLIFT CENTER: FOR BETTER LIVING

The Uplift Center and The City of Farmington both partner together to help to fill in the gaps for those struggling with homelessness. The facility opened during the middle of the COVID pandemic of June 2020 at a time where many were most vulnerable. Accessing services is frequently difficult for those living in poverty or experiencing homelessness but a single site reduces the barriers people are facing. The Center is a place to bring hope and focuses on improving the lives of individuals and families. We offer a daily safe haven to build trust, develop relationships and set goals for our client's success.

On-site Resources
- Computer and Internet access for job and housing searches, applying for disability/food stamps/Medicaid and making resumes.
- Laundry and shower services
- Hot meal
- Public phone access
- Mailing Services- providing a mailing address and access to mail on site.
- Intake, Assessment and Referrals to Agency and Community resources-food pantries, LIHEAP applications, Housing/Weatherization applications, rental assistance
- Hygiene and first aid supplies

Opportunities available

Volunteering

Community Service

Employment Partnerships
OUR SUCCESS STORIES!

Success #1
“When I first found EMAA- Women’s Wellness, I was uninsured and having severe issues with my menstrual cycle. I was so relieved to finally find a clinic that would see me. It was thanks to EMAA that I received the healthcare that I needed to relieve those issues and get control of my reproductive health completely. Access to affordable birth control was essential for my well-being. There was no other way I could have afforded an IUD or much needed screenings. The Women's Wellness Clinic has helped me navigate my reproductive health, even after I was in a financially better position and insured, I chose to continue going to EMAA for the quality of care I had received as a non-insured patient, no matter my financial status. Through the years, I have navigated all forms of family planning through the Women’s Wellness Clinic, from fixing my issues with my cycle, to birth control, to testing for abnormal screenings and finally to discussing being ready to start a family.”

Success #2
“When I first walked through the doors of the clinic, years ago, I was a scared young woman with nowhere else to go and no idea what was wrong with my body. It was thanks to the essential services of the clinic that I am where I am today- years later, expecting my first child. Their services are crucial to the community, I can say with certainty without their compassionate care, I wouldn't be the confident expecting mother that I am today.”

The Housing Choice Voucher (HCV) Homeownership Program allows families that are assisted under the HCV Program to buy a home and receive monthly assistance in meeting their mortgage payment.

The HCV Homeownership Program is available to families that have been admitted to the HCV Program. To participate in the HCV Homeownership Program, the HCV family must meet specific income and employment requirements (the employment requirement does not apply to elderly and disabled families), be a first-time homeowner as defined in the regulation, attend and satisfactorily complete the pre-assistance homeownership and housing counseling program required by the St. Francois County PHA, and be approved by a lending institution to secure a mortgage.

For Fiscal Year 2019, the St. Francois County PHA had 4 families meet the requirements and secure mortgages. The PHA is assisting them with their mortgage payments to realize their American Dream!
Ms. Medley had a disconnection notice that she was unable to pay and her services were disconnected. She needed $841.26 in order to have her services restored. She was referred to the agency by a friend and other local community partners. She was able to fax her LIHEAP application to the agency so that we could begin to assist her.

Ms. Medley had previously received SSI benefits due to a car accident that took place three years ago but since she had planned on returning to work she did not re-cert for the benefits and her SSI was discontinued. At the time she really thought she could return to the workforce but unfortunately soon after she realized her injuries were not healed. She researched other options for help but that help was not available.

Ms. Medley applied for LIHEAP in October. The program guidelines only allow pre-certification for elderly and disabled households during this time and she was no longer considered disabled. Normally, she would have to wait until November to apply for Energy Assistance and then wait until December to receive additional assistance if needed through the Energy Crisis Intervention Program (ECIP). Luckily, the State of Missouri extended the Summer ECIP program to run through October 2020. This program helps with a $600.00 maximum benefit.

So, now we had this $600.00 that we could assist with but the customer needed $871.26 in order to be restored. Often times in this situation, if we cannot pull any other funding we have to ask that a customer pay the difference. In Ms. Medley’s case, like so many, this would simply not be an option. Toni Martin was the energy assistance technician that was working on her application. She decided to give the folds at Ameren a call to see if there was a lesser amount that could be accepted to help this customer. She spoke with Phyllis in the credit department and together they were able to come up with a solution for Ms. Medley. Phyllis was able to accept the $600.00 and begin a payment agreement for the remaining about.

Once Ms. Medley heard the news that her power was being restored she cried happy tears. She finally caught a break and received the helping hand that she so greatly needed.

Through our strong partnership with Ameren and the State of Missouri’s change in policy due to the COVID-19 pandemic, we were able to help this customer and many more customers with similar situations. It takes a village. This is community in action!

East Missouri Acton Agency has an “in house” training program that provides education to staff members and includes the History, Mission and Vision of Community Action and East Missouri Action Agency. This One-Day training consists of an in-depth view of all the services offered by EMAA with an emphasis on providing employees with resources to serve the people of our communities.
WE ARE EMAA!
WE ARE EMAA!
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 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: 573-547-2014
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: 573-531-5191 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 Madison County Health Department 803 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:
573-334-2516 Fax: 573-334-2517
Carutherville 1235 D West Third Street, PO Box 271 Carutherville, 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 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: 573-218-9190
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
Washington County 512 State Street, Mineral Point, MO 63660 Phone: 573-438-1515