

Strengthening and empowering all



Moving from scarcity to abundance

MISSION | Provide transformational housing for women and families on their journey of recovery.

VALUES | Boldly expanding, empowering and transforming.

- Thinking bigger. Moving from scarcity to abundance.
- Innovating, adapting and staying dynamic.
- Transcending challenges with courage and perseverance.
- Strengthening and empowering all.
- Protecting and valuing the wholeness of the human spirit. No one is whole until we all are whole.
- Promoting interdependency and community.
- Being responsible and accountable.



“Every great story begins with a great home.”

Poetic, right? While I actually read this on an advertisement for a bank, it is so true and important to the work of Emma Norton.

So what about the story of Emma Norton? Emma Norton—the person—was a United Methodist Woman (UMW) from Winona who had a vision to provide a safe home in the mansion district of Saint Paul for young women coming of age seeking opportunities for education and employment. Her story is the foundation of a legacy we honor today as National United Methodist Women helped fund a home for the 50 women who currently live at Emma Norton Residence. Then there is the story of building Emma’s Place and how it rallied the support of so many to respond to the lack of affordable housing for large families in our community. And finally, the story of Emma Norton, the agency, continues as we seek new, innovative ways to provide more affordable homes at our two residential sites and through supporting people in their own homes in the community.

As we look to the future, our work isn’t just about providing homes—it is about providing GREAT homes and even greater stories. We have learned so much this year about what it means to create homes for the women and families coming through the door with a history of trauma. To live up to our mission of transformational housing, the homes we provide should understand the connection between mind, body and spirit and promote healing, recovery and growth in those who live here. In the next year, our hope is that our journey will include a full renovation of Emma’s Place and planning for something entirely new at Emma Norton Residence. We look forward to sharing our plans with you as they come to fruition.

The goals of both projects are GREAT homes to continue this GREAT story. Thank you for all of your support to help our story—and most importantly, the stories of our residents’ recoveries and successes—be possible.

In gratitude,

Tonya Brownlow | Executive Director

Celebrating 100 Years of Emma Norton (1917 to 2017)



Emma Norton ensures that hundreds of women and families who have experienced homelessness and the additional challenges of chemical dependency, mental health, or a chronic health condition, have a safe, supportive, and affordable home from which to grow and thrive.

In 2017, Emma Norton served 287 formerly homeless individuals and children in our two housing facilities (Emma Norton Residence and Emma's Place), new scattered-site housing program, and SOAR program. Our early childhood and youth programming helped 90 children, ages 0 to 18, through home visiting, out-of-school time programming, and other supports and enrichment activities.

EMMA NORTON STATISTICS | 2017



Transcending challenges with courage and perseverance

Home | Emma Norton Residence | Emma’s Place | Scattered-Site Housing

At our core, we are about ending homelessness by providing safe, affordable homes for women and families. We do this through several key sites and programs:

Emma Norton Residence

Emma Norton Residence in downtown Saint Paul provides permanent housing with 24-hour support to 50 women who are homeless and living with a mental illness, chemical dependency, and/or a chronic health condition. Staff work one on one with residents to develop stability plans for becoming healthy and living independently when they are ready. Residents receive three meals a day in an on-site kitchen with a fully-stocked salad bar. We are located near the light rail, hospitals, mental health supports, community colleges, and many downtown employment opportunities.

EMMA NORTON RESIDENCE STATISTICS | 2017

117

women were served at Emma Norton Residence (ENR).

71%

of women at ENR were housed for six months or more or exited to safe, affordable housing.

87%

of women who lived at ENR for six months or more increased their independent living skills.

87%

of women who identified employment as a goal obtained employment during their stay at ENR.

70%

of women with a mental health diagnosis were engaged in mental health services after living at ENR for six months or more.



Sheryl

“I dream of my own little house or apartment where I can have a dog and a garden of my own again. Emma Norton has allowed me the space to heal and begin to imagine a future with real possibilities.”

Sheryl—
Resident at Emma Norton



It took Sheryl many years and even more courage to leave a long-term abusive relationship—a relationship that left her with a broken arm in two places a few years ago. Choosing to go meant more safety from her partner, but it also meant starting a whole new life and going it alone—a scary prospect for anyone. After several stops—a neighbor, a relative, a crisis center—Sheryl found safety and security at Emma Norton Residence. “I was to my knees when I first got here—I was just a shell of myself,” said Sheryl, who had to leave behind her beloved dog Lucy and beautiful gardens.

Now, three years later, Sheryl has made Emma Norton her home and is active in the community. She has added several flower gardens and plants to the Residence and finds it therapeutic to work in the garden. She credits her growth to compassionate support from the case managers, weekly therapy she accessed soon after arrival, strong friendships, and new confidence and work experience gained in the on-site kitchen and through other leadership opportunities.

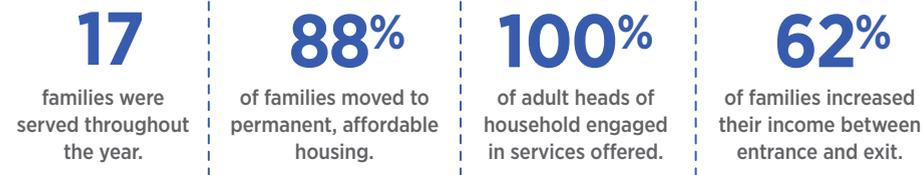
While she shared a room for two years, she now has her own room and loves to decorate it with personal touches and keep it neat and organized. Sheryl is beginning to make plans for her future and has started to meet with Emma Norton’s Housing Navigator to access housing opportunities in the community. In addition to her own place with a dog and space for a garden or two, Sheryl is hoping to start her own business helping the elderly with lawn care, shoveling, cleaning, and self-care—a strong need she sees in the community.



Emma's Place

Emma's Place has 13 townhomes in Maplewood, providing permanent supportive housing for single-parent families with three or more children, who were formerly homeless, and who have at least one family member in recovery from mental illness or chemical dependency. Emma's Place is uniquely situated to serve larger families with three- or four-bedroom units with two bathrooms, a full kitchen, and includes a playground, community center and computer lab. In 2017, we served 17 families, with nearly 90 children ages 0 to 18.

EMMA'S PLACE STATISTICS | 2017



Scattered-Site Housing

Our new scattered-site housing program is designed to give women, families and single adults independence while they continue to receive support on their journey to self-sufficiency. Individuals and families move from site-based housing to rental units with private landlords in the community, while continuing to receive wrap-around support services—economic, healthcare, education, social needs, and more—from Emma Norton. This new program continues to grow, and helps set up participants for long-term success.

SCATTERED-SITE STATISTICS | 2017



Cassandra

"I want my kids to be able to believe in themselves, reach for their dreams, and succeed. I don't want them to have to struggle like I have had to struggle."

Cassandra—
Former Emma's Place and current
Scattered-Site Housing Resident

Cassandra suffered an unimaginable trauma

when her four-year-old son Demond was murdered by a family member while on a visit to his father in Minnesota. Grieving and needing a change, she moved from Chicago to Saint Paul to be closer to where her son had died. After two years, she lost her housing and ended up in a family shelter in Onamia. Thankfully, she was approved for Emma's Place in Maplewood, and she and her six kids were able to move into a large, affordable townhome community with supportive services for the whole family. "All of the staff at Emma's Place supported me and my kids. They helped me get the kids to school, access a Think Small scholarship for childcare, and made Christmas truly special again."

After a year at Emma's Place, Cassandra learned of the new scattered-site housing program through Emma Norton and recently moved into her own single-family home in Saint Paul. She is thrilled to have the kids enrolled in great neighborhood schools and provide her oldest daughter her very own room, along with plenty of space for her younger children to learn, play, and grow. She appreciates the ongoing support from case managers—from help with school supplies, home visits, transportation to medical appointments, and more. Cassandra has goals of her own too—wanting to get the new house organized and to get her credit fixed. She also has plans to go back to school for medical coding. "My dream for myself is to keep going on the positive path I'm on and to never give up. To keep believing in myself and pass this belief on to my kids."



Support, Recovery & Hope

Once someone’s immediate housing crisis has stabilized, we recognize the need and opportunity to provide wrap-around supportive services to help women and children begin to heal, recover, and start to plan for and realize hopes and dreams for the future. Case managers work with residents to assess strengths and identify barriers to permanent housing in order to develop an individualized plan to help the resident succeed. They help connect residents to community resources and access the services they need.

In 2017, Emma Norton was funded to hire Certified Peer Support Specialists to connect with residents through the unique perspective of having personal experience with a mental health or chemical dependency challenge. In addition, we became the first nonprofit in Minnesota to begin to incorporate the Sanctuary Model, a trauma-informed, evidence-based, whole-culture approach for our clients and staff.



SOAR | Supplemental Security Income/Social Security Disability Insurance Outreach, Access, and Recovery

This federal program ensures that people who are homeless and physically disabled or living with a mental illness and/or substance abuse disorder receive one on one help navigating these challenging application processes. By accessing these benefits, individuals and families acquire an increased income and have a better chance of realizing long-term stability and healthier lifestyles. Our certified SOAR Practitioner works with our residents as well as other adults and children served by partner nonprofits.

Lam Ho

“A survivor of war, homelessness, and a painful physical disability, Lam Ho is a person of enormous strength and hope. It is my hope that through our work together, he will move from surviving to thriving.”

Jon Katherine Martins—
Emma Norton SOAR Practitioner



Lam Ho loved his job doing inventory for donations at a nonprofit organization for nearly 15 years. Unfortunately, he lost that job when his long-time boss retired and his severe psoriasis became too painful to work effectively. Without an income, Lam lost his housing and was forced to live in his van for two weeks—a near death sentence in December in Minnesota. It was only through the miraculous 911 call of a neighbor and the quick work of emergency responders that Lam is alive today. Found without a heartbeat, Lam woke up in the hospital with no memory of how he got there. No stranger to trauma and being uprooted, Lam Ho’s family fled to Thailand from Vietnam to escape the Vietcong when he was just a boy. Lam was sent to America for an education and a better life nearly 30 years ago.

Following his hospital stay, Lam secured affordable housing at Higher Ground in Saint Paul where his story intersects with the SOAR Program. “It is very painful. Sometimes I can’t move and have blisters on my body and my skin and nails simply fall off,” said Lam who often wears gloves to protect his fingers. While he has stable housing, he does not have enough income for even necessary personal items. Emma Norton’s SOAR Practitioner worked diligently to secure Social Security Disability Insurance (SSDI) for Lam to improve his financial situation and stability. “I love to work and be active. Receiving SSDI would mean that I could be more independent and have enough money for personal items and to see my friends and family again someday,” said Lam. We are thrilled that Lam found out in early November that his case was approved!

Supporting Children & Youth

Because of the struggles experienced by their parents, the children living at Emma’s Place and in our scattered-site housing often face many barriers to healthy development and academic achievement. To help children and youth begin to heal and then thrive, our kids are supported with school enrollment, tutoring, after-school programming, field trips, and other healthy and free extracurricular activities. Parents are offered parenting support and classes, and receive coaching on how to support their children’s progress and success in school.

Our Early Childhood program uses the Incredible Years curriculum to support healthy child development, well-child checkups, immunizations, mental healthcare, dental care, and connections to additional community resources. We want to break the often cyclical nature of homelessness and provide all children and youth in our programming the chance to change their trajectory from one of hopelessness, trauma, and failure to one of hope, strength, and success.

EMMA NORTON CHILDREN & YOUTH STATISTICS | 2017

100%

of children ages 0–5 completed all required health screenings within one year of engaging with the Early Childhood Specialist.

100%

of the parents in housing with children ages 0–12 rated the Early Childhood Program as positively impacting their child.

80%

of age-eligible children were enrolled in high quality early childhood education.

87%

of youth, ages 6–12, performed at or above grade level in math and/or reading.

100%

of youth in grades 10–12 developed a personalized career/life goal plan with Emma’s Place staff.



Tariah

“I love having my own room and the quiet it brings. When I’m in my room I like to draw and to dance. I want to join the school dance team and be a choreographer someday.”

Tariah—
Emma’s Place youth

Talking with Tariah, you would never guess that she is just 12 years old and only an eighth grader. While she has experienced far too much trauma and upheaval in her young life, it is evident that she holds much strength, resiliency, and hope for her future. Fleeing a bad situation in Chicago, Tariah’s Mom moved to Iowa and then Minnesota to find a better life for herself and her children. Yet, finding an affordable and safe place for a family of six is nearly impossible in the Twin Cities metro area with low rental vacancy rates and high rents. Homeless, Tariah and her family found shelter at People Serving People before securing a spot at Emma’s Place. “I most appreciate the help the staff give my Mom and my family and the programs they have for youth. The staff treat us with respect and the way you would want to be treated,” said Tariah.

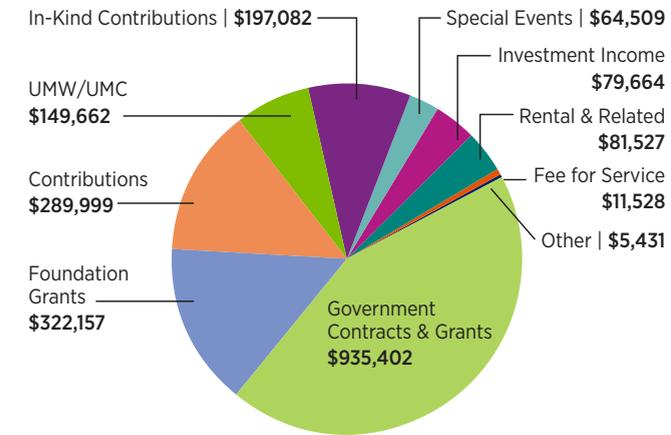
Tariah, the oldest of five siblings, often plays the role of a second parent in the family. However, she embraces the many opportunities that Emma’s Place has to offer and is involved in 4H, attends peer support groups at TreeHouse, and loves art projects. “It has been heartwarming to witness Tariah’s growth over the past year! Hesitant and shy upon arrival, Tariah has really come out of her shell and has developed some great leadership qualities,” said Gina McCullough, Family Program Manager. One year ago, Tariah’s family was living in a one-room shelter space. Today, Tariah has her own room in a four-bedroom townhouse surrounded by green space and a suburban neighborhood. With her determination and beautiful spirit—combined with a supportive, stable home—it is only a matter of time before she reaches her goals.

Finances | Assets | Liabilities | Revenue & Expenses

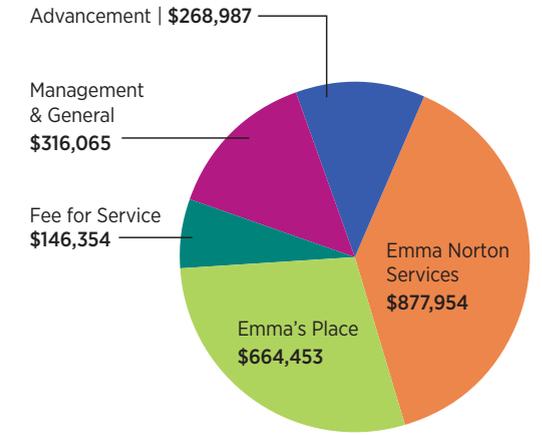
| | 2017 | 2016 |
|----------------------------------|---------------------|---------------------|
| Assets | | |
| Current Assets | \$ 531,990 | \$ 611,523 |
| Deposits Held in Trust | 17,032 | 14,377 |
| Property and Equipment | 2,700,846 | 2,713,889 |
| Other Assets | 724,019 | 658,062 |
| Total Assets | \$ 3,973,887 | \$ 3,997,851 |
| Liabilities | | |
| Current Liabilities | \$ 119,560 | \$ 66,478 |
| Deposits Held in Trust | 15,193 | 15,346 |
| Long-term Liabilities | 1,880,715 | 1,885,756 |
| Total Liabilities | \$ 2,015,468 | \$ 1,967,580 |
| Revenue | | |
| Government Contracts & Grants | \$ 935,402 | \$ 872,334 |
| Foundation Grants | 322,157 | 170,452 |
| Contributions | 289,999 | 230,489 |
| UMW/UMC | 149,662 | 136,710 |
| In-Kind Contributions | 197,082 | 236,727 |
| Special Events | 64,509 | 45,027 |
| Investment Income | 79,664 | 45,786 |
| Rental & Related Revenue | 81,527 | 125,233 |
| Fee for Service Revenue | 11,528 | 32,605 |
| Other | 5,431 | 83,857 |
| Total Support and Revenue | \$ 2,136,961 | \$ 1,979,220 |
| Expenses | | |
| Programs | | |
| Emma Norton Services | \$ 877,954 | \$ 936,106 |
| Emma's Place | 664,453 | 556,227 |
| Fee for Service | 146,354 | 93,033 |
| Management & General | 316,065 | 238,998 |
| Advancement | 268,987 | 241,157 |
| Total Expenses | \$ 2,273,813 | \$ 2,065,521 |



Finances | Revenue & Expenses



Total Support & Revenue | \$2,136,961



Total Expenses | \$2,273,813

Donate to open more doors for all today.
emmanorton.org





Honoring the Past, Embracing the Future

Dear Friends,

“Honor the past, while embracing the future” is a phrase I use often at board meetings. It describes what we’re all about at Emma Norton. From the timeline and stories in this report, you could see how we have changed and grown, while remaining true to our legacy. We hold the same values as always: evolving our mission to respond to emerging needs of women and children; preserving relationships with UMW, churches, public and private organizations, and many individuals; and listening to the stories of the individuals we serve. We’re building our future by:

- **Opening doors to more clients: 287 in 2017 compared to 197 the year before;**
- **Deepening support for our clients, including the hiring of Certified Peer Support Specialists who bring a unique expertise relevant to their own journey of recovery; and,**
- **Broadening our reach and impact through the launch of the Scattered-Site Housing Program to allow for growth and a continuum of housing services.**

All of us have a stake in how successful our clients are in regaining stability and well-being. Like Emma Norton’s past, our future is guided by a belief that individuals can live healthy and secure lives when they have the necessary resources. That is possible when individuals, local, state and national UMW’s, churches, foundations, and public agencies respond to our requests for partnership and funding. We remain committed to walking with each individual who comes through our doors on their journey to wholeness. We can assure Emma Norton’s and our clients’ future with your continued support. Please be generous.

Gratefully,

Anne C. Russell

Board Chair, Donor, and Legacy Member

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Connect with Emma Norton!

**Are you interested in
volunteering, having a speaker
at your next event, and/or leaving
a legacy gift to Emma Norton?**

**Please contact Shawna Nelsen,
Advancement Director
at 651-251-2632 or
snelsen@emmanorton.org.**



Emma Norton

The Journey Home Begins Here

670 North Robert Street
Saint Paul, MN 55101
www.emmanorton.org

THANK YOU for helping Emma Norton continue to grow to assist more women and families on their journey of recovery!

Protecting
and valuing
the wholeness
of the human
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