

Spring 2004

## Rebuilding the lives of women and families



### My Journey Through Emma Norton Residence

My name is Susan and I began my journey a year ago. Like many of the 40 women who live at Emma Norton Residence, I was homeless and struggling with issues that had overwhelmed my life. For any of us, these issues might include domestic abuse, unemployment, mental illness or chemical dependency.

It was a rainy day in March when I called Emma Norton Residence to ask about housing and was transferred to a case manager. She was very kind and asked me some questions about myself and then invited me for an intake interview. I didn't realize then what a hurdle I had just passed. In 2003, over 900 people called about housing. Of those, only 178 scheduled intakes and only 68 were accepted into the program.

The day I moved in, Kristen, my case manager, showed me around, took me to my room and went over the house rules. Breakfast and dinner are provided Monday through Friday. The residence serves about 12,000 meals and snacks each year! Weekends and lunch are on our own—so right from the start we are learning skills to be independent.



Emma Norton Residence gives homeless women like Susan a second chance to rebuild their lives.

Each of the residents is required to do a "house job" each week. This way we are all helping to keep our "home" clean. Some of the women have children and they are allowed to visit the residence and spend weekend nights with their moms.

I meet with my case manager each week to talk about my progress toward my goals. Kristen hasn't been easy on me, but she's been supportive. She refers me to other resources in the community and challenges me when I need it. Last year, close to 700 referrals were made for the 84 residents that lived at Emma Norton Residence.

Living with nearly 40 other women is not always easy, but there's a lot that's good about it. We can live at the residence for up to 2 years and we make friendships and support each other. Of the 47 women that left the residence last year, some were reunited with their children (two moved into Emma's Place), and some moved into their own apartment—one of my goals.

When I first came, I was on General Assistance and got \$203 a month. Now I have a job and bring home \$200 a week! Still, it would be difficult to live on my own because apartments start at about \$600. I am working hard to increase my income so I can move on. I am so grateful for Emma Norton Residence and plan to find a way to give back someday.

The mission of Emma Norton Services is to foster stability and personal growth for women and families who are homeless—or at risk of becoming homeless—by providing affordable, secure housing and supportive services in a Christian environment.

## *A message from the Board President*

Dear Friends,

*I was asked by our Public Relations Committee to introduce myself and share some of the Board's ideas for the coming year. First, let me say how honored I am to be the new Board President for Emma Norton Services.*

*When I began planning for my retirement, and reflected on the organizations I had volunteered for over the years, I knew I wanted to continue my relationship with Emma Norton Services. I had seen firsthand that the services they provided were greatly needed in the community and that the staff were deeply caring and committed to their work. I volunteered as a fill-in cook and handyman and for the past two years have also served as a Board member.*

*I'm excited to be able to help Emma Norton Services to continue to be the strong and respected organization it has become and to meet the challenges facing it in the coming years. Indeed, the vision of our Board is to expand on the successes of the last few years which included the building of Emma's Place.*

*Now we face the challenge of a changing economic environment and the necessity to create a new plan for raising funds to sustain the work of Emma Norton Services. That will be an important part of the work we do in the next several months—and it's work we've already begun. Our Board is dedicating itself to the future of Emma Norton Services.*

*Speaking of the future—it's time for our Annual Dinner again! You won't want to miss this! Mark the date—May 11—on your calendar and send us the dinner reservation form in this issue no later than May 1. Last year, we had a phenomenal response to the request for donated items for our Silent Auction. Please fill out the donation form in this issue and return it with your donated item(s) no later than April 20.*

*We have much to be thankful for with the continuing support of the United Methodist Church through the years and the support of all our friends in the community.*

Thank you for all you do,



Steve North,  
Board President

## Emma Norton Services

### Emma Norton Residence

*42-bed residence, offering support and services for homeless women in transition*

### Jane Addams Transitional Housing Program

*A long-term, structured support program for women whose goals are to become independent and self-sufficient*

### Dual Disorder Program

*Support and services for homeless women with chemical dependency and mental health issues*

### Emma's Place

*Permanent, affordable housing for homeless single parents with four or more children*

## Board of Directors 2004

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## Emma Norton Services

670 North Robert Street

St. Paul, MN 55101-2523

(651) 224-1329 Voice/TDD

(651) 224-6520 Fax

[www.emmanorton.org](http://www.emmanorton.org)

**A National Mission Institution  
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## Volunteers Making a Difference . . .

*White Bear Lake  
United Methodist Church Work Group*

For the last several years, the White Bear Lake United Methodist Church has sent a cheerful, hardworking volunteer group to Emma Norton Residence each spring. This year, 10 adults and young people contributed 48.5 hours doing 19 different projects, all in one Saturday morning! They stripped and waxed the kitchen floor, fixed a clogged sink and shower, cleaned carpets, painted a room, cleaned the lounge furniture on all 3 floors, fixed lights and a toilet, moved items to and from storage, and put together 6 lamps.

Thanks to all the volunteers—Linda Anderson, Mark Bjostal, Lynn Kopel, Al Lewison, Glenn Oliphant, Mort Olson, Steve Olwell, Carolyn Sayles, Joyce Wissink, and thier leader, Terry Sayles. Your donation of time and talent helped spruce up Emma Norton Residence just in time for spring!

### ◆ Volunteer Opportunities ◆

#### **Front desk receptionist at Emma Norton**

**Residence** *We desperately need volunteers for the front desk, preferably in at least 4 hour shifts. Answer phones, distribute mail & assist residents. Call Judy Conn at 651-251-2629 for details.*

**After School Help at Emma's Place** *Be a tutor, help with homework, play games, read with or to a child. Call Sharri at 651-773-0516 or Judy Conn at 651-251-2629 to discuss how your talents can best be used.*

#### **Children's Summer Program-Emma's Place**

*We need adults and teens to help with activities and field trips for kids of all ages. Our summer program runs Mon-Fri from late June until school starts. Activities are usually held between 1-7 PM. We also need interns. Call Josie at 651-747-8766, Ext. 101.*

**Vans and Drivers** *We need adult drivers and vans for our Emma's Place summer activities and field trips. Call Sharri at 651-747-8766 for dates & times.*

## Special thanks to . . .

*Lois Berns,  
Dual Diagnosis Case Manager*

For the past 3 years, Lois has worked with women that have both mental health and chemical dependency diagnoses enrolled in the Dual Diagnosis Program at Emma Norton Services. Prior to coming to Emma Norton she served 17 years as the Executive Director of the Buchanan County Substance Abuse Agency in Independence, Iowa.



Lois holds Masters degrees in Pastoral Studies and Women's Studies, a Bachelor degree in Social Work, and a MN Counselor Certification. She has extensive training in alcohol and other drug abuse counseling and has published 2 articles on women and sexual abuse.

A divorced mother of 3 adult children, Lois's special gifts are a sense of humor, an ability to accept people as they are and lots of energy. Her hobbies include gourmet cooking, reading, the theater, watercolor painting and working out on the treadmill.

Lois borrows her philosophy from Ralph Waldo Emerson—"Whether by a healthy child, a garden patch, or a redeemed social condition, to know even one life has breathed easier because you have lived is the meaning of success."

### 2003 Statistics

Emma Norton Residence	Total
Residents served	84
Residents who left in good standing	23
Average length of stay	6.5 months
Referrals	688
<b>Emma's Place</b>	
Families served	22
Children served	101
Referrals	370

## Wish List

**Emma's Place** This is exciting! We are creating a homework drawer for each child at Emma's Place and have some very specific needs for **homework supplies**. If you'd like to help, please call Judy Conn at 651-251-2629.

**Emma Norton Residence** We need **Easter baskets** and individually wrapped **Easter candy**.

We also need **cleaning supplies**:

All-purpose cleaners  
Lysol products  
Dish detergent  
Toilet bowl cleaners  
Bleach  
Soft Scrub

A **plastic flat-bed cart** for moving resident's belongings and donations will help cut out the muscle strain from carrying all that stuff!

## Imagine...

Imagine what your donation could do if it were multiplied by a monthly gift to Emma Norton Services! These are just a few examples of how donations are used to support our work. If you'd like to consider a monthly donation, either by credit card or by check, please call Ellen Cleary at 651-251-2632.

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|---------|--|
| \$35    | Housing and services for one woman for one day at Emma's Residence.    |
| \$245   | Housing and services for one woman for one week at Emma's Residence.   |
| \$500   | After-school Program at Emma's Place for one week.                     |
| \$600   | Housing and services for one family for one week at Emma's Place.      |
| \$1,500 | Emma Norton Services utility bill for half a month.                    |
| \$3,500 | Emma Norton Services total operations for one day.                     |
| \$4,000 | Food service for all residents for one month at Emma Norton Residence. |

Dated Material

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PERMIT 8305  
St. Paul, MN

**Emma Norton Services**  
670 North Robert Street  
St. Paul MN 55101-2523

