



As each one has received a gift, use it to serve one another as good stewards of God's varied grace.
—1 Peter 4:10

Creating a Culture of Service



It was 2010 when I first understood the difference between volunteerism and discipleship. It was Holy Thursday at "The OX," the

Catholic Charities Emergency Shelter for Men on Oxford Street. That evening, Emmaus "volunteers" went to the shelter to serve a hot meal and wash the homeless men's feet. Having been away from the Church for decades and naive in my faith journey, I saw this more as providing a task for the men. My life changed forever that evening as I witnessed the presence of Christ in the faces of the homeless men. Unknowingly, as these men talked about Jesus freely and recounted how Jesus washed the feet of the disciples,

these men guided me to a deeper understanding of my faith. As a ministry that evening, we arrived as "volunteers" and left as Disciples of Christ. Fourteen years later, I have seen hundreds of Emmaus disciples grow in their faith and look for Jesus in the eyes of our guests who come to the Outreach Center daily. They challenge themselves out of their comfort zones to connect with our lost, afraid, and vulnerable guests. To look for Jesus and present Christ's love and compassion to those in need.

With Emmaus Ministry rooted in the Church's social teachings and its beginnings as a parish outreach ministry, we have longstanding collaborations with diocesan parishes, high schools, middle schools, youth, and life team groups. I have found these

connections to be a natural conduit for people to put their faith into action. With prayer and relevance to our faith, serving at Emmaus is a natural fit for a faith-enhancing experience that we can bring home to our families, schools, and parishes.

With the support of our donors, benefactors, foundations, parishes, and schools over the years, Emmaus remains committed to serving the poor in Christ's name. I am most grateful for your ongoing support. You are a blessing! For those looking for opportunities to participate in a culture of service and share your time, treasures, and talents, please visit our website at www.emmausministry.org for more information.

Sheila Austin, RN
Executive Director



Holy Cross volunteers



Saturday Volunteer Opportunities



Encountering Jesus



One of the beautiful aspects of Holy Week in the Catholic Church is 'The Washing of Feet' on Holy Thursday. Not only does it remind us of the very humble act of Jesus washing the feet of the disciples in the Gospel of John (13:1-17), but it also reminds us of the universal call to service that we are all invited to undertake. Jesus tells the disciples that he has given them this model to follow, and they should go forth and wash the feet of others. In other words, Jesus is saying to us, "BE OF SERVICE."

Emmaus Ministry would not be the oasis of love, goodness, healing, comfort, and compassion without the generous service of so many people. The first type of service performed at Emmaus Ministry is through prayer. Many people pray daily for the ministry's success and for the number of people whose lives are impacted at Emmaus. Every day at Emmaus begins with prayer! Secondly, many people are of service by sharing their resources with Emmaus Ministry to empower people to conduct the magnificent work that is done. Many benefactors give generously to fulfill the mission of

Emmaus. Thirdly, one of the most beautiful aspects of Emmaus Ministry is seeing the people who give their time and talents to serve the guests. Some people cook, serve, clean, assist, advocate, accompany, provide much needed medical and dental care, and give of themselves in whatever way needed to make someone's day a little bit brighter. One Emmaus volunteer recently commented, "When I serve here, I feel closer to God and more fully human!" Such a powerful statement, and that's what we all desire - to

be closer to God and feel fulfilled!

I often believe that our faith moves us to be more like Christ. The Gospels remind us that Jesus laid his life down in service to all he encountered. So, if we strive to be like Christ, we must strive to BE OF SERVICE! St. Theresa of Calcutta once said, "Faith in action is love, and love in action is service." So, I invite you to put your faith and love into action and BE OF SERVICE at Emmaus!

Reverend John Manno
Vice President



Nutritious meals prepared by volunteers



Father Manno and Family



Bringing joy to others at Christmas

St. Marianne Cope Resource Center **reaches completion!**

The expansion of the Outreach Center at 127 E. Glen Ave and its addition of the St. Marianne Cope Resource Center is completed! A 4000 square foot two-level addition now connects to our existing Outreach Center. On October 26, 2023, we broke ground, and less than six months later, the project was completed! The Resource Center houses our expanding children's programming, a larger

dining area for extended meal service, and a private consultation area for guest services such as Aurora of CNY, Volunteer Lawyers' Project, and NYS Health Navigators. In addition, office space is now available for our Director of Operations, Director of Social Services, Director of Development & Grants, and Coordinators of Children's Programming and Food Pantry. Downstairs, additional space is avail-

able for our food pantry, children's supplies, books, and the ability to add a generator and walk-in cooler. We are opening for our guests in April 2024! Thank you to our benefactors, foundations, architects, contractors, board members, and loyal volunteers for their support and patience in bringing this vision to reality in God's name and His timing! It is a true testament of service.



Excavation October / November 2023



December 2023



January 2024



Blessing the space



February 2024



Early morning at Emmaus, April 2024

Development Greeting



Greetings from the Office of Development. Over the past year we have experienced so much growth and have seen the

numbers of guests we serve through our programs and services increase exponentially. None of this would be possible if we didn't have a presence on the south side of Syracuse. And it certainly wouldn't happen without the time, talent, and treasure of so many who are associated with Emmaus Ministry.

Service is defined as "the action of helping or doing work for someone." I can't tell you how many ways this happens daily, on our campus. We are blessed with volunteers who come through our doors and answer the call to help those we serve in the 13205 zip-code. They give their time and bring their talents to help meet whatever we may need from them in a day. It may be preparing a meal for Meal Service, packing a take-out order for a

guest, stocking the shelves in our pantry, or greeting our guests with a welcoming smile as they come into the Outreach Center. Whatever we may need from them, our volunteers arrive with a spirit of joy and enthusiasm that can't be described. Their talents always find a way to fit perfectly into the services that take place at Emmaus.

Volunteers in the St. Marianne Cope Health Services clinic come daily to offer solutions to guests who present with an array of physical problems. Whether it's filling a cavity or pulling an infected tooth in the dental clinic, guests are served with respect and care. Doctors, PA's, NP's, and RN's who volunteer their time in the medical clinic help guests who may need blood pressure screening, antibiotics, lab work, or other assistance. They help those who don't have a primary care physician or who can't afford their co-pay. These services are offered voluntarily through the gift of their time.

Finally, if it weren't for our donors

and the support we receive from Foundations, we couldn't begin to offer the variety of services we are blessed to extend. Expanding our Outreach Center, keeping up with the skyrocketing cost of groceries, and creating programs and services for children and families cost a great deal of money. Each gift that comes to Emmaus represents a gift to our guests. It allows us to continue to provide for those who aren't blessed with food, basic needs, or adequate dental and medical care. These gifts show commitment to service, not only here at Emmaus Ministry, but a true commitment to helping those in our community. It is with a full heart that I offer sincere gratitude to all of you who have made such a difference in the lives of others. We see that same gratitude reflected on the faces of our guests daily. I thank you for your ongoing commitment to service each and every day.

Denise Headd
Director of Development
and Grants

Granting Foundations



Staff Spotlight



Kathleen O'Connor officially joined the staff at Emmaus Ministry in May of 2023, taking on the role of Director of Operations. But her time at Emmaus began before that. Kathleen served as a volunteer. “I was looking for a change. I wanted to do something positive and give back to our community.” Eventually, she knew she wanted to be at Emmaus every day. “I believed in what we were doing at Emmaus, and I wanted to be a bigger part of it.”

As Director of Operations she is responsible for the daily operations of the Outreach Center, as well as our volunteers. “I am so happy to be part of this service. Whether it’s directing guests to the Clinic, Case Management, or signing them up for Meal Service. Whatever we can do to take some worry away from our guests who are in need.” She also keeps track

of every guest at Emmaus and watches the trends for each month, studying how the numbers go up and down. “People rely on us more mid to late month. This allows them to allocate their resources according to what their families need at certain times of the month. Some people rely on us for meals because they won’t have any nutrition without them.”

Getting to know our guests and volunteers has been one of the best parts of the job. “There is so much gratitude from our guests. I make an effort to get to know all of their names, and I want them to know mine. Saying their name lets them know we see them, we recognize them.” Kathleen feels it’s a privilege to be a part of service at Emmaus. “Everyone here is trying to do the same thing - make life easier by providing for others.”

Teresa Metallo joined the staff as Clinic Manager of the St. Marianne Cope Health Services at Emmaus Ministry in May 2023. She heard about Emmaus through her brother-in-law, who was moved by Sheila’s story of how Emmaus began and all of the services we offer. “I met with Sheila and saw the wonderful clinic facility that was created. My only worry was to wonder if I could do the position justice.”

Teresa is responsible for supporting the medical and dental programs at the clinic. She oversees the volunteers, scheduling, organizing the office, managing our guests’ medical and dental files, and greeting each guest as they come in for treatment. “The clinic’s medical and dental volunteer staff treat our patients with the utmost care.” Guests are often referred to the clinic, but other times, issues are

discovered during Meal Service, and guests are escorted across the parking lot to receive the care they need. “I remember a specific gentleman who was homeless. He came to the clinic one day and wanted his blood pressure checked. I suspected he also wanted a little human contact. It was such a pleasure to make his acquaintance. I felt better for having met him that day, and I hope he felt safe and cared for when he left.”

Upon entering the clinic’s waiting room, the verse from Matthew 7:7 is painted on the wall: “Ask and it will be given to you; seek and you will find it; knock and the door will be opened to you.” This is just another way to reassure our guests that we are here to serve them in the presence of Christ. “Always give people more than they expect to receive, and it will fill your heart.”



MEALS



"Soup of the Day" Wednesdays!



Fresh salads in season

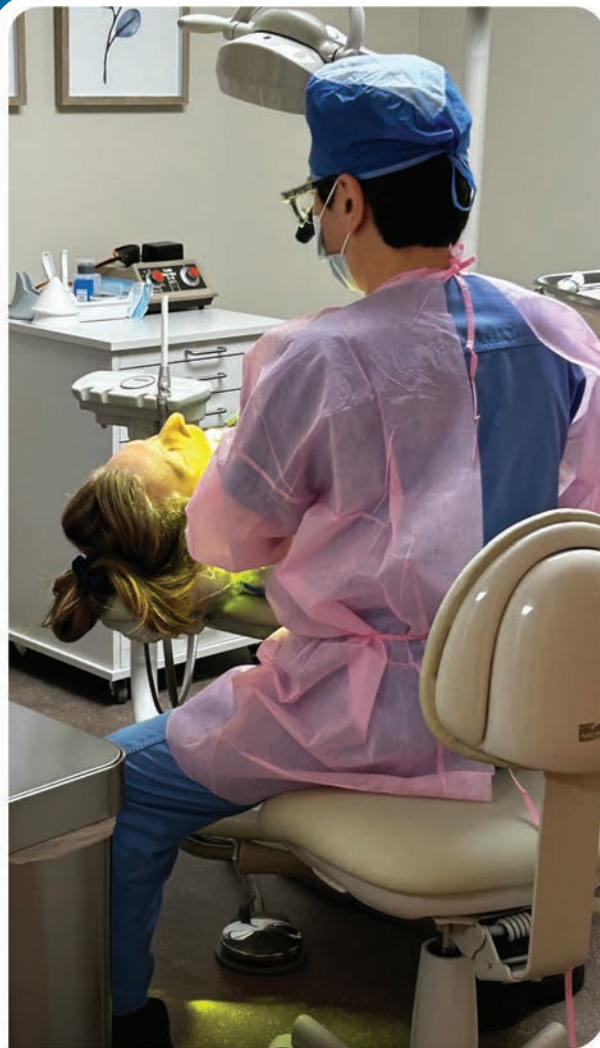
VOLUNTEERS



CLINIC VOLUNTEERS



Dr. David Mason, Director Medical Clinic



Dr. Jang



Dr. Stephen Streiff, Director Dental Clinic



Emmaus Clinic waiting room – All are welcome

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Sheila Austin

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Timothy Manno on the 5th anniversary of his death

Mr. & Mrs. Patrick Manno

Timothy Manno on his 28th birthday

Mr. & Mrs. Patrick Manno

Vi Marcy

Mrs. Ardycy Lake

Ellen McCauley

Mr. & Mrs. Patrick Manno

Diane McFarland

Mrs. Cynthia Manno

Joseph Metallo

Mr. & Mrs. Thomas Brody

Mrs. Mary Murtari

Mr. & Mrs. Richard Lee

Rosemary Mullin North

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Ms. Eileen Ponto

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Mrs. Diane Ponzio

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 Mr. Eugene Chylinski
 Ms. Janis Kemmerer

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 Ms. Nancy Flattery
 Mr. & Mrs. John Fritzen
 Mr. Anthony S. Oliva Jr.
 Ms. Barbara Purcell
 Mr. & Mrs. William Strott

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 Mr. & Mrs. Steven Schill
 Ms. Cynthia Sherman
 Syracuse Polish Community, Inc.
Easter Meal
 Mr. & Mrs. John Brusa, Jr.
Thanksgiving Meal
 Holy Family Church

Tithing

Lent

Ms. Sheila Austin
 Mr. & Mrs. John Brusa, Jr.
 Mr. & Mrs. Kevin Long
 Mrs. Barb Lussier
 Mrs. Susan Ryan

Easter

Church of the Immaculate
 Conception

Mr. & Mrs. Francis Cichy
 Mr. & Mrs. Ronald Miller

Thanksgiving

Mr. & Mrs. Francis Cichy

Christmas

Church of the Immaculate
 Conception

Christmas Giving Tree Program

Church of the Immaculate
 Conception

Parish

Pope John XXIII Roman
 Catholic Church

Programming Spotlight



Children & Family Activities Program

Nancy Gorman is the Volunteer Children's Coordinator for the Children & Family Activities Program. She began volunteering at Emmaus Ministry after she heard Sheila speak at her church. "I spoke to her after her presentation and told her I'd like to work with the children and

families of Emmaus. What started out as doing puzzles and games with three kids has turned into giveaways for about 100 children every month!"

The Children & Family Activities program at Emmaus grew rapidly during the pandemic and currently offers one in house program per month, and one educational giveaway packet per month. Over 500 children participated in these programs in the last year. In addition, 154 children received new backpacks filled with school supplies, and 214 children received gifts through our Christmas program. The program is partly funded through the generosity of the Jim & Juli Boenheim Foundation, and through generous individual donors.

"I spend a lot of time organizing for the children's program but it is the activity time spent with the families that is the best part of my service time." Nancy designs the program and plans the theme for each activity. She purchases books and supplies for our book and backpack giveaways. "My favorite part is being able to watch the

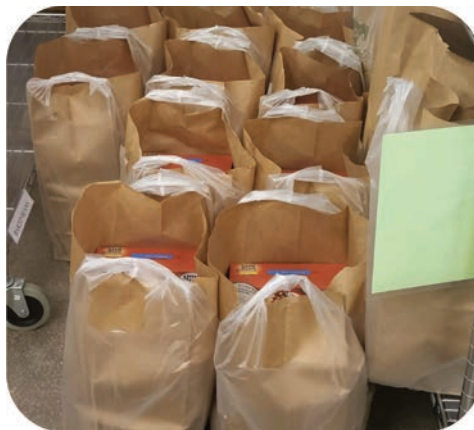
children be creative and have fun doing activities while learning and relaxing in a peaceful environment. Most of the children we serve live in difficult situations. When they come to Emmaus, there are always smiles and excitement to see what activities we have for them to work on both in the center and to bring home. There is a great sense of pride and accomplishment when they complete their projects."

The Outreach Center expansion will allow more space for all of our programs to take place, and to welcome more individuals, families and children. "Service means using the talents and time that I have been blessed with to help others. I can fulfill a need and show others that they matter and are cared about. There is truly no better feeling than respectfully giving to others and helping to provide some hope, love and joy. I am so grateful for the opportunity to build meaningful connections with our neighbors at Emmaus Ministry."

Grocery Bag Distribution

Noele Puglisi is the Volunteer Food Pantry Coordinator at Emmaus. Emmaus Ministry's Food Pantry provides a grocery bag of non-perishable food and personal care items to families in need, once monthly. "We have three shoppers, two bag assemblers, and one volunteer who counts everything on the shelves in order for me to coordinate what needs to be ordered each month. Other volunteers then help bring 75-85 bags upstairs for distribution, which takes place the third Wednesday of the month."

Food items may include pasta, pasta sauce, tuna, canned vegetables, soup, applesauce, rice and cereal to name a



few. Basic need items usually consist of paper towels, toilet paper, soap, toothpaste, and deodorant. "Although this is only a supplemental bag of groceries for our guests, I believe it helps greatly. Each guest expresses their gratitude for the extra food and toiletries." Many of our guests tend to struggle towards the

end of the month, which is why grocery bag distribution takes place on the third Wednesday.

"I enjoy having the responsibility of making sure that pantry distribution runs smoothly." In the beginning, Noele worked behind the scenes ensuring that all groceries had been purchased, packed and were ready for distribution. "I am now in charge of greeting each guest and checking off his or her name before distributing the bag." With a good understanding of how expensive groceries can be these days, she has a real appreciation for witnessing how much it means to the person receiving them. "If our ministry can help relieve even a small fraction of stress on our guests, I consider that a wonderful thing."

Community Agency Collaborators



Volunteer Lawyers Project of Central New York

Bryn Lovejoy-Grinnell is a volunteer attorney with the Volunteer Lawyers Project of CNY. She staffs the legal clinic at Emmaus twice monthly, where she sees guests who need free legal assistance. “I provide

brief services like helping someone fill out a petition or notarize a document, give legal advice on how to defend an eviction action, and offer legal information such as where to obtain a petition or how to find an attorney to represent them.” In 2023, Bryn assisted 35 clients who came to Emmaus seeking her help, and provided informal legal information to many others.

The most common legal issues are usually related to housing, especially poor housing conditions and evictions. “Helping clients understand their rights in the eviction process, as well as how to obtain legal representation for unfair treatment, discrimination, and habitability issues is vital. Most of the clients have never spoken to an attorney about their housing problem.” The most meaningful lesson she has taken away from working with clients at Emmaus is that low-income housing in Syracuse

is mostly dilapidated, unsanitary and unsafe. Rent has become increasingly unaffordable, and many low-income people are living in rentals that have roaches, rats, lack of heat and hot water, and lack of basic security such as door locks. Rent has become increasingly unaffordable, and housing instability is a key reason why so many low-income folks cannot attain financial security.

“I hope that knowing that I have listened to their problems and offered empathy, and maybe some legal solutions, is the beginning of a healing journey for the clients I see. Many have experienced a lot of bad luck and disadvantage, and have felt hopeless for various reasons. I try to do my legal work in the spirit of what I see the other Emmaus volunteers doing. I see each person as an individual and provide them with hope and kindness.”



Aurora of CNY

Dave DeFrancis is the Director of Outreach/Education Hearing/Vision Services at Aurora of CNY. Aurora offers free monthly vision and hearing screenings at Emmaus Ministry. “The screenings take about 10-15 minutes and enable us to identify any anomalies in visual acuity with correction, as well as their visual field. The

hearing screening is basically a speech discrimination test which can help identify the need for devices like amplifiers, amplified phones or hearing aids.” This service is offered free of charge to any guest who may be in need.

Over the years Dave remarks that he has seen many wonderful experiences with positive outcomes of the screenings. One involved a woman

who had recently been in a car accident. Her glasses were broken and she had no insurance to cover replacements. As a result she had been struggling without them. “Through collaboration with a local vision wear chain, we were able to provide her with a new pair at no cost. The next time we encountered her, she had her new glasses and was so grateful for the help. So often it is the impoverished who slip through the cracks in our community, and go without the essentials others take for granted.”

The service is conveniently offered during Meal Service between 11:00 am and 12:30 pm. “We are blessed at Aurora to be able to work with Emmaus Ministry and their amazing staff. We are able to assist those who (for a number of personal and environmental reasons) are unable to access services for their vision and hearing loss.”

Emmaus Volunteers

Theresa Duncan can often be found in the kitchen at Emmaus, cooking meals, making sandwiches, and helping with other tasks. It's difficult to determine how to make large quantities of food daily, but she is often part of that daily preparation. Theresa enjoys work in service, "I follow my parent's example of compassion and kindness." She referenced Matthew 25:35-40 "For I was hungry and you gave me something to eat, I was thirsty, and you gave me something to drink, I was a stranger, and you invited me in, I needed clothes, and you clothed me, I was sick, and you looked after me, I was in prison, and you came to visit me."

After meals are prepared in the

kitchen, volunteers prepare the coffee station to serve hot beverages to our guests. Inside tables are set with homemade, welcoming placemats for guests who wish to eat in our Outreach Center. Take-out bags are opened and organized in preparation for the orders we will receive in a day. "I also pass the meals to our guests after bags are prepared."

Each day, as guests sign in for meals, they are greeted by staff and volunteers. "I believe our guests feel welcome whenever they walk through the door. There is no judgment, and they are always greeted with smiles. I hope they take that sunshine with them throughout their day."



Jeannine Noll volunteers at Emmaus, cutting hair for our guests. "Emmaus gives me a beautiful opportunity to help the less fortunate understand they have value. Listening to their personal stories, updates on their families, and happy life events is amazing. To lend an ear when they need someone to talk to is a blessing."

At the end of each haircut guests often offer to sweep up their hair. Her response is always, "You are my guest. I look forward to seeing you next month."

Jeannine recalls one memorable interaction with a guest who would pass by Emmaus every day. He was homeless but would always look at the

door without coming inside. When he finally decided to come in, he didn't speak to anyone. "Sheila and I stayed after Emmaus closed one day, and I began working through a tangled mess, which was his hair. Once I got to viable hair I was able to layer a haircut and found that he had a beautiful head of hair. Afterwards, I shaved his beard. He progressed so much from that point in time and finally began speaking to Sheila, which was a huge milestone for him. He was so grateful for the kindness he received."

Cutting hair at Emmaus allows our guests to feel good about themselves and maintain a sense of dignity. "Who doesn't feel better after visiting a stylist?" This work allows her to make a personal connection with our guests. "We have an opportunity to share the good and the bad. I am carrying out my grandfather's legacy. He helped the homeless in the 1940's. He would help to feed those in need and help them find work." This service is a blessing to our guests and something they can count on each month at Emmaus.

Emmaus Staff & Team:

Sheila Austin, RN

Executive Director

Carol Antonacci

Administrative Assistant

Denise Headd

Director of Development and Grants

Kathleen O'Connor

Director of Operations

Mary Radford, LMSW

Director of Social Work

Dr. Stephen Streiff

Director of Dental Services

Dr. David Mason

Director of Medical Services

Teresa Metallo

Clinic Manager

Willie Mack

Building Maintenance Coordinator

Nancy Gorman (Volunteer)

Children's Activities Coordinator

Noele Puglisi (Volunteer)

Food Pantry Coordinator

Melissa Demjanenko (Volunteer)

Meal Service Assistant

**We are seeking
interested individuals
to round out our team!**

Meal Service Coordinator

Mondays – Thursday
7:30 AM – 12 PM

Dental Assistant

Mondays 12 – 5 PM;
Fridays 10 AM – 5 PM

For inquiries please call:

315-928-5191

or email:

info@emmausministry.org

SERVICES

AND

PROGRAMMING

STATS

Jan. 1, 2023 – Dec. 31, 2023

1. MEAL SERVICE:

Households served: **653**

Meals served: **82,987**

2. FOOD PANTRY:

Bags Distributed: **856**

3. CASE MANAGEMENT:

Contacts made: **808**

4. CHILDREN'S ACTIVITIES PROGRAMS:

Packs distributed: **761**

In-house activities: **208**

Back to School

Giveaway: **154**

Christmas Giveaway: **222**

5. CLINIC VISITS:

Dental: **482**

Medical: **107**



127 E. Glen Avenue • Syracuse, NY 13205
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www.emmausministry.org



Road to Emmaus
Ministry of Syracuse, Inc.



Emmaus Ministry
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Road to Emmaus Ministry of Syracuse, Inc.

MISSION STATEMENT

A comprehensive faith-based outreach ministry providing subsistence while bringing Christ's presence to the poor, marginalized, and vulnerable in Syracuse.

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Opportunities to Help Serve

CONTACT: 315-928-5191,

www.emmausministry.org, or info@emmausministry.org

VOLUNTEER

- Dental & Medical Clinic
- Meal Preparation
- Meal Distribution
- Organizing
- Food Pantry
- Children's Activities

COLLECT ITEMS OF NEED

- Bar Soap
- Deodorant
- Razors
- Paper Towels
- Toothpaste & Toothbrushes
- Toilet Paper
- Diapers & Wipes

DONATE

- Monetary Donations
- Monthly "Angel" Donors
- Gift cards – Wegmans & BJ's
- Endowment Fund