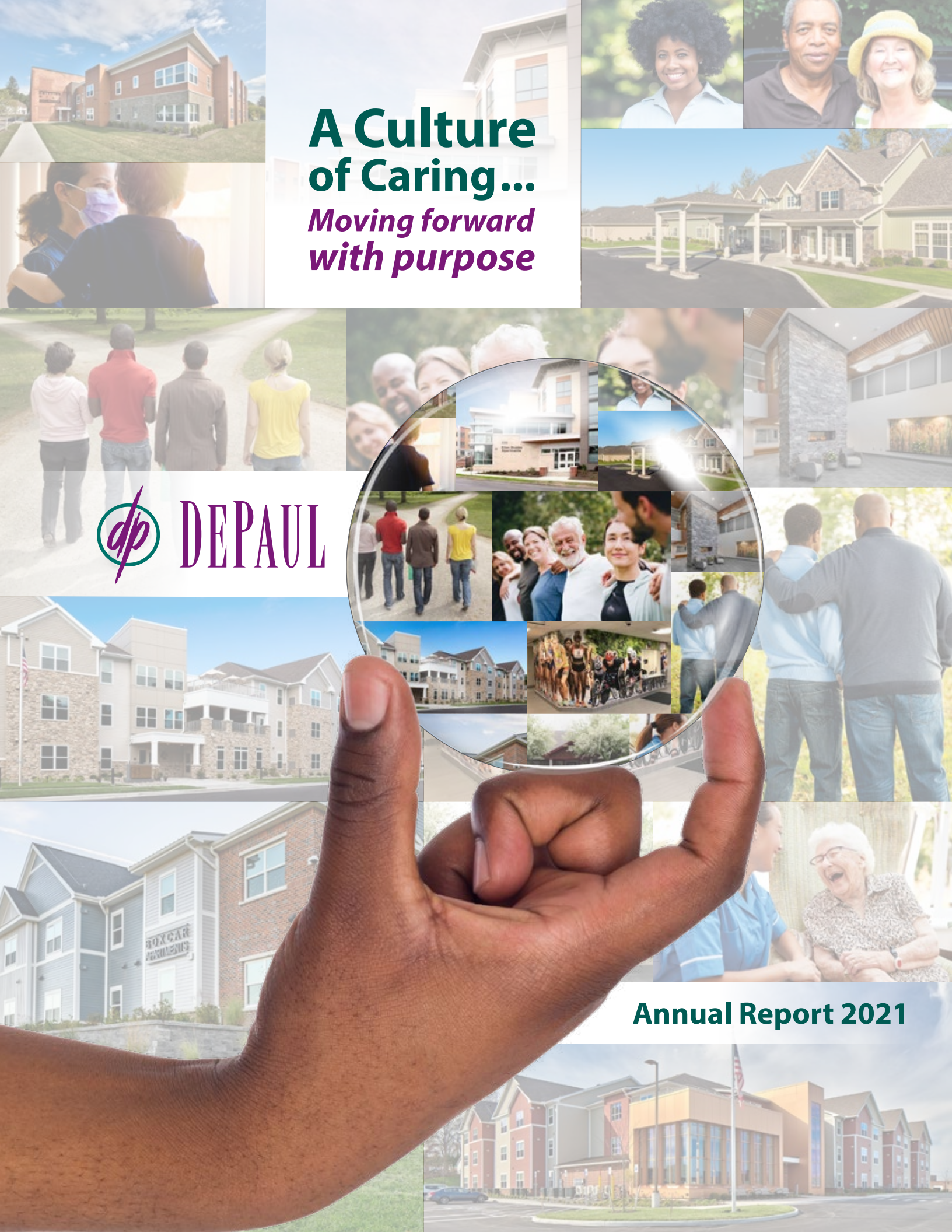


A Culture of Caring...

Moving forward with purpose



Annual Report 2021





“The real voyage of discovery consists not in seeking new landscapes, but in having new eyes.” – Marcel Proust



Dear Friends,

Becoming our best is an ever-evolving goal at DePaul encompassing dedication to our mission, innovation, excellence, and creativity all while serving with compassion, vision and focus.

The realities of the global pandemic saw the DePaul team epitomize a culture of caring, collaborating to provide the highest quality care and services despite challenges never before imagined. We are grateful to our dedicated employees, our funders, our families, our supporters and our communities for their unwavering support and dedication.

We are honored to serve and work together while caring for those with great needs including persons with a mental health diagnosis, the elderly, and those in need of affordable housing, vocational services, and addiction prevention and support. Every day, you look around DePaul and see so much quiet courage. Out of the proverbial darkness, DePaul people worked to epitomize our mission, and day by day, brought light and promise and hope to many. Today, we celebrate and thank those who care enough to serve - today, tomorrow and always.

DePaul values the difference we make in the world and the immense good that comes from that. Daily evidence reinforces what we believe and know. Social determinants of health – access to safe, affordable housing, jobs, food and water, education and transportation – are foundational and critical. If people struggle with basic societal and economic needs, health declines and quality of life is in peril. DePaul understands the challenges of the future. With every step forward, we engage, reengage and bring fresh perspective to challenges faced by people and communities. For over 60 years, we have been dedicated to meeting existing and emerging needs and helping people triumph. And triumph they do.

With every note I receive from a person in our care or their family, with every resident or client I have the pleasure of meeting, I see the building blocks to success being met and celebrated. I see pathways to health and wellness. I see hope.

Partner with us on this journey of discovery and join our culture of caring as we create the future.



Onward,

A handwritten signature of Mark H. Fuller in blue ink.

Mark H. Fuller
President

DePaul Shining Stars



The DePaul Shining Star Employee Recognition Program highlights the many “Shining Stars” of our organization, recognizing and celebrating employees who continuously exhibit the following: a positive “can do” attitude, being courteous and friendly, being caring, teamwork, professional manner, going above and beyond expectations, and service excellence. DePaul employees can be nominated for recognition by DePaul clients, tenants, residents, client/residents’ family members, visitors, other DePaul staff members or community members. In 2021, nearly 400 were awarded!

“If you look up customer service, it will have a picture of Terri beside it. She is the most amazing, helpful, thoughtful person I have ever worked with.”

“The way Jason listens to tenants engenders a degree of trust, which in turn helps them achieve their goals.”

“From her first day, Pamela has made residents feel comfortable. We look forward to her daily greeting and will make time to stop by just to hear it!”

“Eric has an eagerness to help clients achieve the best version of themselves and his ability to engage them is unparalleled.”

“From the bottom of our hearts, THANK YOU for all you’ve done for my grandmother over the past three years. It is comforting to know that she was so well-cared for toward the end of her life, especially for those of us who couldn’t see her often. Your efforts and work during the pandemic have been admirable. Thank you for being there for our loved ones through the tough times when we couldn’t be.”

“It’s nearly impossible to fully express my appreciation and gratitude to all of you. What you do is remarkable. My family member was so fortunate to be in your care, where you provide dignity and great kindness while facing incredible challenges.”

“I can’t thank you enough for helping our family member. You did what nobody else would do to help him. Your program is a wonderful thing for people in need.”

“My mother was helped and cared for by so many staff. It was comforting to know that assistance was always available for her. Thank you all for your care and attention!”



COVID-19 and its Impact on DePaul

The COVID-19 pandemic has been unprecedented in its scope and impact. DePaul's dedicated employee team rose to the occasion in their caring, comprehensive, proactive and often heroic responses to providing care and support to those we serve. In addition to vaccinations, masks, gloves, hand sanitizer, face shields, thermometers, and more were provided to protect the DePaul family. However, it was the respect, dignity, support, caring and oh so much kindness that buoyed and sustained our team and those in our care. We persevered through challenges and remained committed to providing the highest quality care. We are immeasurably grateful.

Since it first emerged, DePaul continued to enact protocols in response to COVID-19 beginning in March 2020. This included staff and visitor screenings, visitor restrictions, mask protocols, multiple policies in response to regulatory requirements, increased infection control protocols at all sites, on-site vaccination clinics, incentives for vaccination, and additional protocols.

The personal, professional and societal strain of this global pandemic is very real. We were beyond grateful for the outpouring of support, true kindness and donations from families, supporters and community members. So many took the time to recognize the DePaul team, noting not only what they did, but the skills, grace and caring with which they served.

At DePaul, throughout this challenging time, we empowered each other to focus on the collective good. We found new ways to build community. We collaborated to lift each other up. Our employee team excelled, pulling together to find new meaning in bringing others happiness, in supporting those in need and in giving of ourselves. Our sense of purpose continues to better our people and our world – today and always.

We will never forget you for getting us into Roxas Villa, apt in Le Roy, N.Y. It's just beautiful here. Mr. Barry Cron is awesome. May your heart be filled with every joy. Hope this letter finds you and your families doing well. We all hope 2021 is a much better year indeed. Hope you had Happy Holidays. Hoping your days were filled with true friends, close family and precious memories.

We just appreciate you, and thank you for all you've done for us. Be safe, happy, and most of all healthy. Love you all in awesome.

Thank you to all of the Wheatfield Commons Memory Care staff for the loving care you all had shown our mother while she lived at Wheatfield Commons. While there's no place like "home", you made mom's experience as comfortable, welcoming, and meaningful as possible through your kindness, patience, support, and exceptional level of care. We are forever grateful for all you have done for our mom & our family.

~ I shall never try to forget a kindness...

Thank you so much for all that you have done for My family. I am so grateful for your time, energetic efforts, compassion and respect you show. Thank you also for keeping me up to date on progress and health as well. You are a thoughtful, diligent, devoted, caring person. DePaul Parkside is so lucky to have you, as is. With Heartfelt Appreciation,





DePaul Mental Health Residential Programs

Providing hope and support to persons with a mental health diagnosis has been DePaul's mission for over 60 years. We recognize that housing is absolutely essential to recovery. With community-based housing comes stability, access to a host of resources and supports, and the ability to build independence and thrive. Throughout New York State, DePaul's housing options offer varying degrees of independence and include licensed congregate treatment sites, apartment treatment programs (ATP), community residence – single room occupancy (CR-SRO) programs, supportive housing and transitional housing.

The COVID-19 pandemic has had many global implications for mental health, increasing the number of people with symptoms of anxiety and depression and creating barriers for those already diagnosed with a mental illness. On a day-to-day level the pandemic has impacted sleep and eating habits, resulted in the worsening of chronic conditions, and increased worry and stress. The implications are far reaching.

DePaul continued providing additional supports that mitigated the effects of the pandemic on those in our mental health residential and support programs including the provision of Personal Protective Equipment (PPE), interaction and support, increased use of telemedicine, and participation in socially-distanced recreation activities. Residential programs proved to be the bedrock of stability in critical areas including the assurance of safe housing, food security, and linkages to medical and support services.

As we moved forward with purpose in 2021, accomplishments included the following.



DePaul received a three-year licensure from the New York State Office of Mental Health for ten licensed programs in Monroe County.

DePaul received funding to add three additional crisis apartments to the 19 that already exist in Genesee, Livingston, Monroe, Orleans, Wayne and Wyoming counties. These apartments are utilized to temporarily house and support any individual diagnosed with a mental illness who needs residential support in these regions.

Forty clients moved into the new **Apple Blossom ATP** in Cheektowaga, including people from the original Apple Blossom site, clients from Edgebrook Estates and from Orleans County.

DePaul received approval from the New York State Office of Mental Health to fund approximately \$2 million in renovations to **Edgerton Square**, DePaul's first CR-SRO located in Rochester, New York.

High utilization was reflected in the nearly 200 clients served in DePaul's Care Management program and 69 who benefitted from the **DePaul Hopelink Program**, a short-stay residence in which individuals who are hospitalized through UR Medicine/Strong Memorial Hospital have exclusive access to a unique residential alternative upon discharge from the medical hospital.





Parkside, a CR-SRO in East Rochester, and **Riverside**, an ATP in Buffalo continued providing donated clothing items to DePaul residents across the agency through their clothing boutiques. Clothing items are donated and cleaned by local area dry cleaners and have been a great resource for all DePaul residents to utilize.

DePaul continued to partner with Foodlink's Curbside Market at the **Ridgeview Commons** ATP in Rochester to provide fresh produce and other food items to residents at a reasonable price.

Physical plant improvements included the installation of new rooftop HVAC units at **Kensington Square** CR-SRO, in Buffalo, new landscaping at the **Batavia Apartments** in Batavia, new exterior lighting at the **Rochester View Apartments** in Henrietta, a new monitoring system was installed at the **West Main Street** ATP in Rochester, and at **McKinley Square** CR-SRO in Buffalo, sitting rooms and lounges were refurbished and artwork refreshed throughout the building.



The Licensed Congregate Treatment Sites at **Lyell Road** and **Elmgrove** upgraded to a new phone system and added Wi-Fi to the buildings. Residents now have enhanced access to the internet and are better able to attend online support groups and tele-health services.

DePaul was honored to host New York State Senator Samra Brouk who came to the **Neighborhood of the Arts (NOTA) Apartments** an ATP in Rochester, and said, "As Chair of the Mental Health Committee, I know that serving the mental health community means understanding how a diagnosis can impact other parts of a person's life. I toured DePaul's NOTA facility and discussed the community's housing and supportive programming needs."



DePaul Affordable Housing Programs

Quality affordable housing is often the first building block needed to chart the road to success. It's a fundamental human need that benefits individuals and communities. DePaul is devoted to the creation and operation of attractive, affordable housing solutions in urban, suburban and rural settings throughout New York State, along with supportive services that help people live more stable, productive lives. Ultimately, we see the respectful promotion of community relationships and heartwarming stories of individual triumphs.

The year presented challenges as the pandemic further exposed and magnified many societal inequities in terms of access to safe, affordable housing, adequate food, healthcare, education, and supports that are not available to many. DePaul was poised to help and reached out with additional resources and services ensuring that resident needs were addressed and met.

Our progress was reflected in the following accomplishments.



The admission of residents to the **Clinton Avenue Apartments**, a Home Leasing development in Albany, New York was completed. DePaul provides supportive housing Empire State Supportive Housing Initiative (ESSHI) services to 40 people at the site with admissions encompassing individuals and families from state hospitals and homeless shelters.

DePaul completed construction of all but the final building of the **Apple Blossom Apartments** in Erie County in Cheektowaga, which have a total of 110 units for income-eligible tenants. The original Apple Blossom apartment building was renovated to add 15 one-bedroom units to the already existing 15 units. New construction included two new buildings each containing 40 units. The project has 15 supportive ESSHI units. The three buildings are named for apples grown in New York State - Gala, Empire and Cortland.





In October 2021, construction was completed on the **Boxcar Apartments**, a 40-unit project for income-eligible tenants in Orleans County in Albion. It contains 20 ESSHI units providing on-site housing specialist support services which include linkages to community services that assist persons in living as independently as possible.

Construction continued on the **Lock 7 Apartments**, an 80-unit project for income-eligible tenants in Oswego County in Oswego that will contain 40 ESSHI units offering on-site housing specialist support services. They include linkages to community services to assist persons in living as independently as possible. The project is expected to open in fall 2022.

Three new projects are also underway. In Spring 2021, DePaul broke ground on the **Veddersburg Apartments** in Montgomery County in Amsterdam. The 62-unit project will contain 31 ESSHI units. DePaul also broke ground on the addition to the **Batavia Apartments** in Genesee County in Batavia, adding 20 supportive ESSHI units for income-eligible tenants to the existing 42 units. Construction has also started on the **Holland Circle Apartments** in Montgomery County in Amsterdam. The project will contain 48 units for income-eligible tenants as well as 25 licensed units to be operated by the Montgomery County Mental Health Association.

Finally, DePaul received approval for the **Port Byron Apartments** in Cayuga County in Port Byron, in the latest New York State Homes and Community Renewal funding round. This project will contain 69 units for income-eligible tenants and includes 30 units offering on-site housing specialist support services.



DePaul Senior Living Communities



DePaul has a decades-long commitment to serving the elderly. Our senior living communities in Western New York provide assisted living, memory care and independent living where residents enjoy the comforts of home, a commitment to enhancing quality of life, and personal care services in supportive environments that foster community while promoting independence.

As the pandemic continued, DePaul focused in 2021 on implementing additional supports for this vulnerable population. Our dedicated team approached all aspects of care delivery with a focus on lessening the possible impact of the coronavirus. This ranged from socially-distanced interaction and support, access to Personal Protective Equipment (PPE), telemedicine, and safe recreation options.

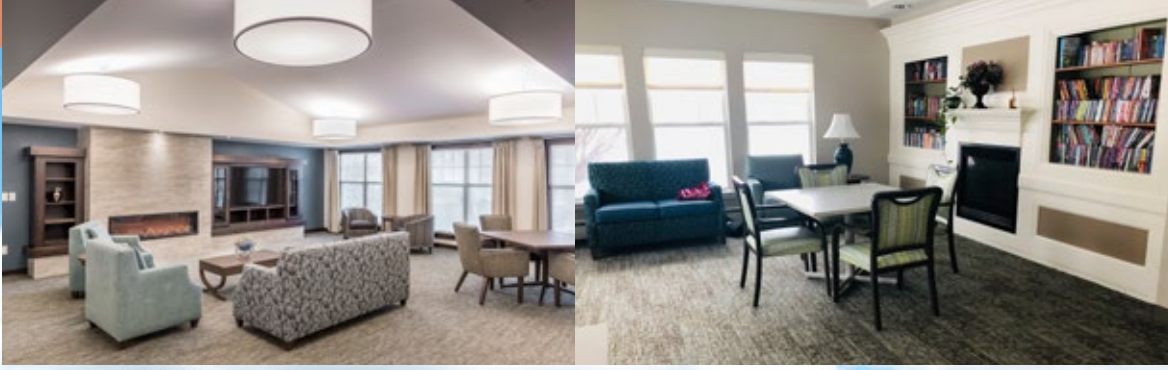


DePaul assumed operation in December 2020 of **Heritage Manor of Lockport**, an Assisted Living Community, and **Heritage Estates of Lockport**, an Independent Senior Living Apartment Community, both in Lockport. In 2021, DePaul focused on increasing census and onboarding staff. The site has 64 licensed beds and 24 independent units.

DePaul downsized its senior living holdings with the sale of Horizons in Canandaigua, New York, in September 2021, and the sale of all DePaul Senior Living Communities in North Carolina and South Carolina in December 2021.

In 2021, DePaul was the grateful recipient of a **Mother Cabrini Health Foundation Grant** for \$90,500 to continue implementation and enhancement of technology purchased with a Mother Cabrini Health Foundation Grant for \$150,000 grant received in 2020. The initial grant was used to purchase engagement technology for DePaul Adult Care Communities, Inc. residents. The technology encompasses Eversound wireless headphones that assist residents with hearing and focus during conversations, in viewing TV programming, and video chats with family and friends.



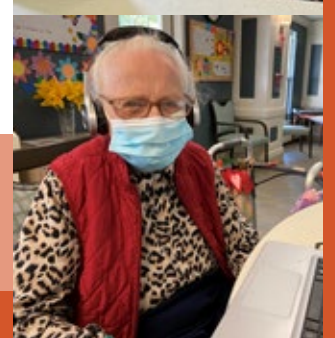
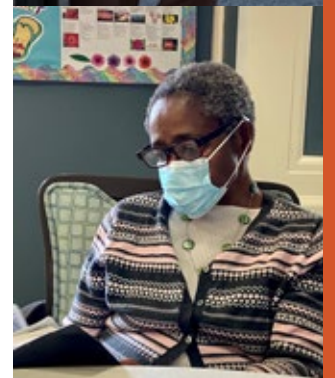
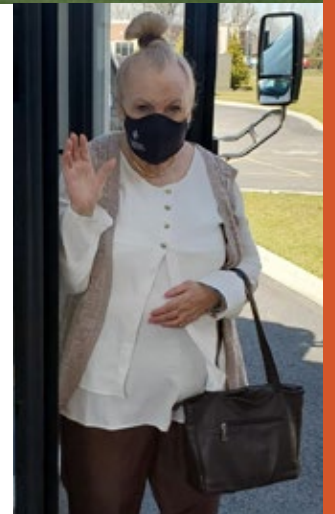


Using a touch screen system, iN2L Person-centered Engagement Technology allows residents to participate in exercise classes, sing-alongs, happy hour trivia and games including Family Feud. Rendevar virtual reality headsets allow residents to check off bucket list items and engage with the world including hot air balloon rides to the Bahamas and the Florida Keys, viewing the Northern Lights and visits back to their family's ancestral homelands.

Caregivers at DePaul's senior living communities recognize that activities and socialization are truly vital ingredients for happiness and satisfaction, especially during COVID-19. Creative activities included:

- Theme Days such as Western, Superhero and Disney Day
- Spirit weeks with staff and residents sporting fun socks, colorful wigs and homemade tie-dye shirts
- Special celebrations including a Luau, recognizing Black History Month and Mardi Gras
- Mother's Day tea party and adaptive fishing for Father's Day
- Cheering on the home team in a parade
- Fun competitions including spelling bees, bean bag tosses and scavenger hunts
- Stuffed animal adoptions
- Trips to the aquarium and local museums
- Standing on top of the Eiffel Tower and camping trips using Rendevar virtual reality headsets
- Casino Night using iN2L
- Hobbies including playing the keyboard, writing poems, coloring and cross stitch

DePaul served nine centenarians in 2021, the oldest of whom is 104 years old!



DePaul Recreation

Activity, whether it be creative, social or physical, can play a vital role for those in recovery from a mental health diagnosis. DePaul long ago recognized the key importance of recreation and the resulting health benefits. Though the COVID-19 pandemic reduced options due to maintaining recommended social distancing and hygiene protocols, **DePaul's Recreation Program** inventively provided this needed resource, offering a critical outlet for coping with stress, reducing boredom and refocusing on positive experiences.



Outings in 2021 included Seabreeze Amusement Park, the LPGA Golf Tournament, Heritage Christian Stables, the Buffalo Bills Training Camp, and Red Wings baseball games. Crafts were inventive and fun with such activities as shucking oysters and making pearl necklaces, creating candy dishes, butterfly canvas art, decorative flowerpots followed by planting seeds, painted rocks and tie-dye shirts.

Never short of ideas to entertain, Recreation hosted bingo games, karaoke, outdoor picnics, National Strawberry Sundae Day, root beer float making and National Donut Day festivities.

Finally, the Recreation Department recognized monthly resident birthdays by personally delivering birthday cards and special treats/goodie bags! That personal touch made many a heart smile.



National Council on Alcoholism and Drug Dependence – Rochester Area (NCADD-RA)

The National Council on Alcoholism and Drug Dependence – Rochester Area works to reduce the initiation and impact of alcohol and other drugs use or misuse. Programs include the **Addictions Counselor Credential Training (ACCT) Program**, community education for adults and youth, the **Finger Lakes Addiction Resource Center**, the **Finger Lakes Prevention Resource Center**, **Hispanic Prevention Education Program**, **Professional Continuing Education**, and the **Total Approach Family Program**. The Council, which celebrated 75 years of service to the community in 2021, provides education, information, support and referral services to individuals, families and the community.

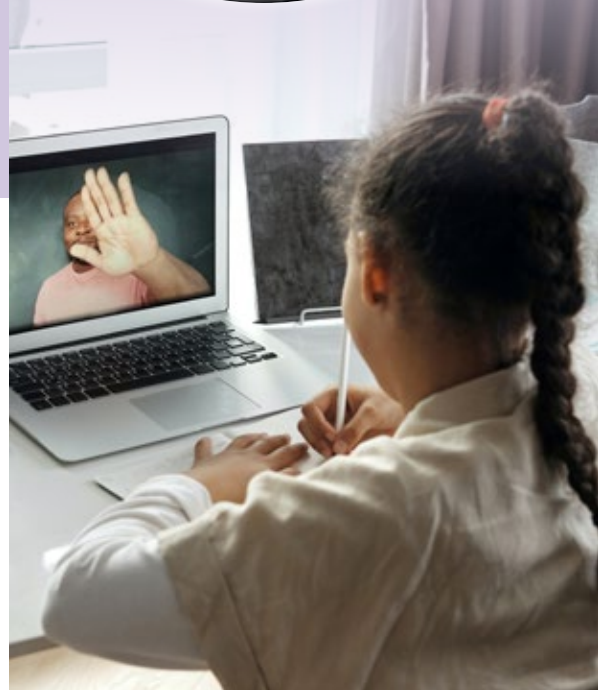
During 2021, all programs continued to be delivered in a virtual format, often experiencing increased attendance within the parent education groups. Programs included youth evidenced-based programming Too Good for Drugs and Girls Circle, foster parent classes, community professional development, the ACCT program, and community awareness and education. Technical assistance and training were provided by the Finger Lakes Prevention Resource Center (FL PRC) staff for over 20 coalitions in the Finger Lakes Region. Additionally, technical assistance, resource development and event support were provided by the Finger Lakes Addiction Resource Center (FLARC) staff throughout a nine-county region.

As part of a five-county Strategic Opioid Response (SOR) collaborative, NCADD-RA was selected as one of 15 funded partners. The collaborative was funded by the New York State Office of Addiction Services and Support (OASAS) that includes Prevention/Treatment/Recovery.

The Council is an integral partner with the researcher/developer on a project focusing on adapting, developing and providing workplace wellness modules. Informed by current/ongoing interviews and focus groups, the goal of the two-year project is to adapt and deliver identified modules in support of workplace wellness for local businesses.

Funding also allowed for staff training and certification in new evidence-based programs, Triple P and Girls Circle. Both programs offer additional opportunities for NCADD-RA to provide services for families that are referred by treatment, recovery and other community partners.

NCADD-RA maintained a strong media presence, linking to resources in both radio and print. The NCADD-RA website, Facebook page and newsletters continue to provide a wide variety of community resources and links. Social media continues to experience steady and increasing access and reach.



WorkGuide, A DePaul Vocational Program

DePaul WorkGuide provides essential linkages for persons with a disability seeking employment. The program matches consumers' talents and abilities with positions at well over 100 employers in Monroe County. Vocational and supported employment programs guide people in successfully entering or reentering the workforce, providing supports that assist in overcoming obstacles and eradicating stereotypes that can surround employing persons with a disability. Workplace accommodations are actually cost-effective and easy to implement, providing employment and independence that benefit the consumer, the employer and the community.

Although COVID-19 significantly impacted WorkGuide referrals and placements due to volunteering and hiring freezes, job losses, and consumers being fearful of returning to the workforce, the following outcomes were achieved along with a gradual increase in Adult Career and Continuing Education Services-Vocational Rehabilitation (ACCES-VR) referrals during 2021.

- Provided services to 535 people across all employment programs in 2021
- 236 people participated in placement services with the goal of achieving and maintaining competitive employment
- 183 participants were employed in 2021
- 77 people were placed in new jobs and 36 people in new internships
- 35 people who received Intensive Job Coaching support were stabilized in their jobs and successfully transitioned into extended services
- 61 people reached the 90-days-employed milestone in their new jobs
- 128 people enrolled in Work Readiness and Self-Advocacy classes for adults and students
- 188 vocational assessments were completed for students and adults with disabilities
- 21 people graduated from the Supported Employment Program in 2021 by achieving independence in maintaining employment





In addition, the **Ticket to Work (TTW) Program** had 18 clients employed 30 hours or more who were on track to become fully self-sufficient. Two candidates in the TTW Program achieved self-sufficiency by completely transitioning off SSI or SSDI entitlements and graduating from the TTW Program.

WorkGuide staff supported 79 consumers who experienced job losses, layoffs or furloughs during COVID-19 with applying for pandemic unemployment insurance and/or conducting job search and placement support for finding new employment in 2021.

A partnership was continued with the Rochester School for the Deaf (RSD) offering weekly virtual work readiness training classes to meet the needs of the students and RSD regulations during the pandemic.

WorkGuide partnered with ACCES-VR and Rochester Psychiatric Center (RPC) on a pilot program where WorkGuide refers individuals with a Serious Mental Illness (SMI) to RPC for Extended Services after the individuals successfully achieve a 90 Day Retention Milestone in employment through ACCES-VR -funded Intensive Services.

Placements included a wide assortment of jobs, ranging from entry-level positions in retail and

food service to careers requiring degrees such as nursing, accounting, information technology and engineering. In 2021, hiring rates ranged from minimum wage for entry-level positions to the highest being an annual income of over \$101,000 for a position in the technology field.

Hiring improved in 2021 including some placements as a social worker, videographer at a local news station, Monroe County COVID-19 loan associate, cyber security, medical billing specialist, and software engineer. Manufacturing and retail jobs were also on the rise in 2021 and candidates were placed at Crickler, Amazon, ABVI Goodwill Stores, HomeGoods, Raymour & Flanigan, Home Depot and Lowe's.

Finally, **DePaul WorkGuide** was the grateful recipient of three grants from the **M&T Charitable Foundation**, the **Kyrias Foundation, Inc.** and the **ESL Charitable Foundation**. Support from the M&T Charitable Foundation and the Kyrias Foundation provided Office of Mental Health slots for individuals to receive Extended Services through WorkGuide, as opposed to them being referred to an outside PROS/OMH Provider. Support from the ESL Charitable Foundation funded enhancement to the **Supported Employment Program**.



DePaul Awards and Recognitions

DePaul was the proud recipient of several awards and recognitions in 2021 including the following.

2021 LEED Homes Awards Outstanding Developer

The U.S. Green Building Council (USGBC) named DePaul 'Outstanding Developer'! The awards celebrate green residential projects, developers and builders using LEED to:

- Improve residents' quality of life
- Reduce a building's impact on the environment
- Create healthier and more resilient communities

Boxcar Apartments - Albion

LEED for Homes Gold

DePaul received LEED for Homes Gold certification by the U.S. Green Building Council. USGBC's Leadership in Energy and Environmental Design (LEED) green building rating system is the benchmark metric for sustainable design, providing third-party certification for buildings designed to save energy, resources, and provide improved environments for their residents.

Clinton Avenue Apartments - Albany

2021 Excellence in Historic Preservation Awards - Preservation League of New York State

The award recognizes those who are using historic preservation to build stronger neighborhoods, create local jobs, provide affordable housing, open our eyes to over-looked history, and save the places that are special to all of us.

La Rosa Villas - LeRoy

Buffalo Business First Brick by Brick 2021: Multi-residential Affordable Category Finalist

- Each year, Buffalo Business First honors the best in real estate, construction and development in Western New York.
- La Rosa Villas in LeRoy was a finalist in the multi-residential affordable category.

Trolley Station Apartments - Canandaigua

The Supportive Housing Network of New York 2021 Awards - Community Champions Finalist

DePaul employees Melissa Dymond and Elizabeth Wiatrowski were nominated for their ability to create a strong sense of community during the pandemic with an ice cream cart, remote bingo, outdoor movies, a Bean Bag and BBQ tournament, and more.

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J. D. Chapman
Agency, Inc.**

**Michael Williams
American Aerogel
Corporation**

DePaul by the Numbers - 2021

Founded in 1958

**Provided services in 14 counties
in New York State**

Over 5,000 people served

Nearly 1,000 people

on the employee team

Operates over 3,000 beds

DePaul Beds/Units

Affordable Apartments: 1,407

**Mental Health Residential
Programs: 1,833**

Apartment Treatment

Program: 314

Community Residence –

Single Room Occupancy

Programs: 575

Crisis Apartments: 22

Licensed Congregate

Treatment Sites: 30

Single-Site Supported

Housing: 383

Supportive Scattered-Site

Housing: 498

Transitional Housing: 12

Hopelink

Short-Term Step Down: 10

**Senior Living Communities and
Independent Senior Living: 562**

WorkGuide

Provided services to 535 people

NCADD-RA

Individuals Reached Through:

Direct Service/Primary

Prevention: 5,938

Media/Community Awareness

Campaigns: 2,799,000

NCADD-RA Website

and Social Media: 31,831

Professional Trainings and

Continuing Education: 440

FL PRC: 642

FLARC: 500

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LeCesse Development Corp.
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DePaul, a progressive, private not-for-profit organization founded in 1958, is committed to providing quality services including assisted living services for seniors; residential and support services to persons with mental illness in recovery, some of whom have a history of homelessness; addiction prevention and support services, vocational programs and affordable housing. DePaul assists individuals in achieving their optimum level of independence and success in the environment of their choice, while remaining sensitive to assessed community needs and available resources.



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