



# The Moore Center

*Creating opportunities for a good life.™*

## A Tribute to our Hidden Heroes

To our Moore Center Community,

In such a short period of time, so many of our worlds have been turned upside down. I continue to be astounded on a daily basis by our incredible village of support, including our compassionate staff, our community partners, and our amazing clients and families who have stood right beside us every step of the way as we've banded together in such short order. It's due entirely to everyone's patience, flexibility and unwavering support that The Moore Center has been able to seamlessly continue meeting our mission, and I am profoundly grateful.

As you know, we've been committed to sharing frequent updates with you, often the moment we learn anything new. Today, however, rather than update you on the 'latest and the greatest,' I want to do something a little bit different. I'd like to share my heartfelt gratitude for a group of people who are now challenged more mightily than ever before. I'd like to recognize the 'hidden heroes' of The Moore Center who have unexpectedly found themselves in the position of providing additional layers of care for a family member or an individual they support.

We are grateful to our staff members who continue to assist the men and women in our community residences on a daily basis as well as those who have temporarily moved into residences to safeguard clients around-the-clock from unnecessary exposure while still providing excellent care. We also appreciate all of our staff who continue to provide direct support to clients in their own homes. Additionally, we want to recognize our adult foster care providers, many of whom are now providing 24-hour care.

Our hearts are with so many of our families during these difficult times, as many are now caring for family members of all ages, day and night, without direct support. While we know this 'new normal' is only temporary, we appreciate all that they do under the weight of this situation, each and every day.

Additionally, we'd like to recognize all the people working behind-the-scenes at The Moore Center. So many teams have restructured their services to allow our clients to remain connected. Through the wonders of modern technology and moving to virtual programs, we've been able to meet the needs of clients in our day program, early supports and services (ESS), and clinical services.

Also, we are tremendously grateful to our employees who have kept the agency humming, ensuring that staff has the technology and equipment they need to work remotely and that our administrative operations continue to run seamlessly, both inside and outside the office.

Finally, thank you to our teams who are working to keep revenue coming in and our expenses down, and the expert assistance of our grant writers who are helping us to meet so many unique needs during this unprecedented time.

There are countless small, silent miracles that take place throughout our Moore Center community each and every day. And all of it is done by an incredible array of caring individuals who go about their days with compassion, loyalty and without fanfare.

We see you, we value you, we support you, and we appreciate you. You are the very heart of what The Moore Center is all about, and we are truly grateful.

Onward we go,

Paul

Paul S. Boynton  
President and Chief Executive Officer

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