



December 21, 2023

Friends,

At this time of year, we count our fortunes and reflect on our privileges. But it's bittersweet—the holidays are often a desperate time for the clients you serve. Social isolation, disease, homelessness, substance abuse, winter weather, and financial uncertainty often plague these vulnerable populations, and the holidays often acutely remind them of the challenges they face.

During this holiday season, I'm reminded of Seneca, who said, "If one does not know to which port one is sailing, no wind is favorable." This simple yet insightful phrase reminds us that clear priorities will help us direct our efforts more effectively. After all, we all know there's only so much funding, time, and resources to mitigate suffering, so now more than ever, we need to find ways to innovate and improve upon the delivery of human services and community care coordination.

Eccovia stands at the ready to help you accomplish your mission. We've innovated upon health and human services for 40 years now, but we know there's more work to be done. We're continuing to improve upon our software, services, and community interaction, and we're proud to be on this journey with you.

Finally, I want to wish you, your loved ones, and clients a happy holiday season. Your mission is a noble one, and I admire your commitment to compassion.

Be well.

Warmest Regards,

A handwritten signature in black ink that reads "Carl Champagne". The signature is fluid and cursive.

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