



Elizabethtown Community Housing & Outreach Services

# EMPOWERING FOR CHANGE

## ANNUAL REPORT

Fiscal Year July 1, 2019 – June 30, 2020





# EMPOWERING SELF-SUFFICIENCY

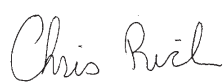
After her marriage unexpectedly dissolved, a stay-at-home mother of four was now facing single parenthood and found herself struggling to support her children on her own. Determined, she reached out to ECHOS and was enrolled in a Housing Stability Program where supports like basic necessities, individualized case advocacy, and soft skills education were provided to assist her in overcoming a lack of employment and rental history. After only 3 months, she secured gainful employment and independent housing for her family! Humbly, she shared, **“ECHOS was just the support I needed during a time when I felt like I had none. I could not be more thankful.”**


# EMPOWERING UNITY

Each day, Elizabethtown Community Housing & Outreach Services (ECHOS) is reminded of the backbone on which it stands: our **community**. As we reflect on the past fiscal year, ECHOS is both humbled and encouraged by the resiliency shown by its community. Though the global pandemic brought many unknowns, our community persisted and found support in each other. Our community's strength did not fail, its compassion did not waiver, and its kindness did not fade.

Our staff draw upon this strength to empower others, providing support and stability to those who face crises that require tremendous courage to overcome. As you read this annual report, remember that YOU make these accomplishments possible. Thank you for an incredible year, and we look forward to partnering together for the upcoming year.

With gratitude,

  
Chris Rich, LCSW  
ECHOS Board Chair

  
Peggy McFarland, Ph.D., LCSW  
Former Board Chair & Current Fundraising Chair

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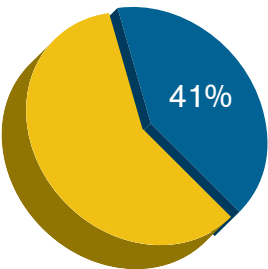
## OUR COMMITMENT TO YOUR INVESTMENT

At ECHOS, we are committed to being good stewards of the resources you entrust to us, using your funds to their maximum capacity. With your support, we provide the best quality of care to our neighbors, investing in the community to which we all belong.

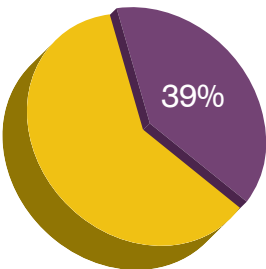


**For every dollar donated,  
88 cents go directly toward  
helping our neighbors!**

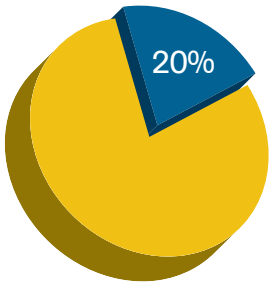
### Hours of Individualized Care



**Family & Individual  
Services**



**Housing Stability  
Programs**



**Emergency Shelter  
Programs**





# IMPACT OF OUR MISSION

## SERVING OUR COMMUNITY

During the past fiscal year, **WE...**

- supported more than 800 individuals.
- provided over 2,000 hours of one-to-one support, valued at more than \$129,000 at no cost to clients or the community.
- invested over \$136,000 into the community to address client needs through their crisis situations.
- assisted 23 families in avoiding eviction and remaining intact in their homes before the eviction moratorium.
- provided 2,126 beds during the Emergency Winter Shelter season (Dec 2 – Apr 3): a 20% increase!
- extended the Emergency Winter Shelter until May 29, 2020 due to COVID-19. During the extension, 13 individuals were served with an additional 367 beds.

## OVERFLOWING GRATITUDE

During the past fiscal year, **YOU...**

- our community of supporters and friends, increased your donations by 28%.
- our dedicated group of volunteers, gifted over 7,100 hours, valued at more than \$181,000. This is a 29% increase!
- shared in-kind donations valued at more than \$46,000.
- our special partner, generously gifted ECHOS Properties Inc (established July 2019) with a house in November 2019, valued at \$215,000! This house is now utilized by one of ECHOS' Housing Stability Programs.

*"Thank you, ECHOS, for your kindness and support during this difficult time for us. **We appreciate everything you did... We are truly blessed."***



## A Bright Future

A community dream now becoming a reality; Community Place on Washington (CPOW) (61 E. Washington St, Elizabethtown) is expanding to develop a broader social services complex! This new building will host ECHOS' Emergency Winter Shelter and Enrichment Center, ECHOS' offices and programs, six crisis (transitional) housing units, and will be shared with community partners.

ECHOS team at the ground breaking ceremony.

# EMPOWERING GROWTH

## Expanding Programs to Meet Needs

ECHOS' core service will always be the caring relationships and personal connections that offer support. It is an honor to walk alongside our neighbors, serving as a helping hand and a listening ear while empowering resiliency and stability. Because of your support, ECHOS continues to expand its programs and meet increasing community needs.



### CARING FOR THOSE WITH DISABILITIES

ECHOS' Home2Stay program launched in November 2019, providing longer-term transitional housing to assist individuals and families with disabilities as they work toward stability.



### SUPPORTING STUDENTS IN CRISIS

In October 2019, the local school district collaborated with ECHOS to offer Youth Crisis Response Counseling as a pilot program. After witnessing an incredible need, Youth Crisis Response Counseling is now a full-time, sustainable program within the district.



### HELPING PEOPLE THRIVE

Enrichment Services launched in January 2020 to provide individuals and families direct assistance in navigating, connecting to, and securing basic needs and necessary services like food and clothing banks, mental health services, and employment resources.

## PROGRAM EXPENSES



**Family & Individual  
Services**  
\$183,247



**Housing Stability  
Programs**  
\$183,744



**Emergency Shelter  
Programs**  
\$128,319

ECHOS has built up 99 days in reserves: over halfway to our goal (180 days)! As we provide various services using a multifaceted approach, appropriate levels of funding are needed for sustainability and growth. ECHOS relies on its generous community to keep its mission alive. **Help strengthen our community by supporting ECHOS today!**



Elizabethtown Community Housing & Outreach Services

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## OUR MISSION AND VISION

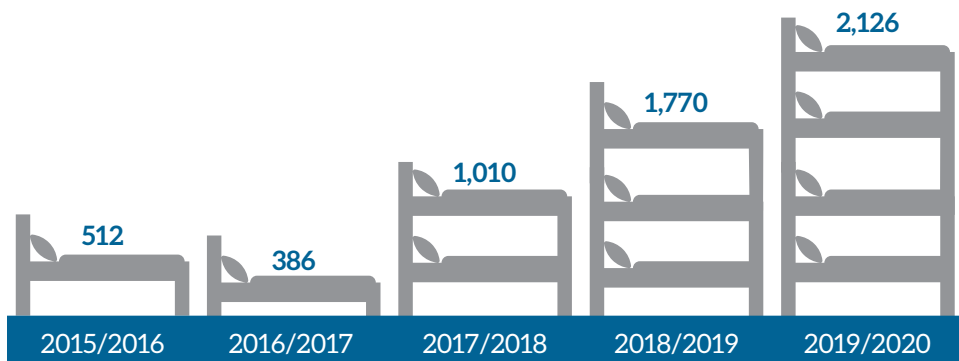
**MISSION:** Mobilize communities to provide services that prevent and alleviate poverty and empower stability in our neighbors.

**VISION:** Create a stable, thriving community.

# HOMELESSNESS OUR COMMUNITY

The Emergency Winter Shelter, established in 2015, is ECHOS longest standing program. Together, our community persists in this fight against homelessness, supporting the shelter each year with volunteer time, in-kind donations of shelter supplies and food, and financial support. **Take part in this effort to support our neighbors in crisis by contacting ECHOS to get involved today!**

## EMERGENCY WINTER SHELTER BED NIGHTS UTILIZED ANNUALLY



\*FY 19/20: Does not include COVID extended season