

# GEARING UP FOR GROWTH



**ANNUAL IMPACT REPORT**

Fiscal Year July 1, 2020 – June 30, 2021



# FROM A CYCLE OF HEARTACHE TO THE BRIGHTNESS OF JOY

**A single mother, Lauren, struggling to provide security for herself and her children found support through the connection between ECHOS and the Elizabethtown Area School District. This partnership, formed through ECHOS Schools First initiative, was the first offer of support leading to a future of stability. With nowhere to go, the family entered into the Elizabethtown Emergency Shelter, where a roof was finally over her children's heads, and she was able to catch her breath for the first time in a very dark year.**

**Through the shelter, Lauren worked with an advocate who was able to refer her to ECHOS Permanent Supportive Housing (PSH) program where she was able to get an apartment of her own. Thanks to generous community donors, the Donation Center outfitted the family's entire apartment! Lauren's PSH advocate supported her with valuable training related to household finances, securing a job, and connecting with local resources.**

**Over a full year, the PSH advocate worked with Lauren to achieve her goals to be able to afford an apartment independently, which ended in a very successful discharge from the PSH program. While no change can erase the past, ECHOS' support truly does help families imagine a brighter, better future. For Lauren, this looked like finally being able to take her children to the beach.**

*\*Names and details changed to protect privacy.*

# MEASURING THE YEAR

In Jonathan Larson's Broadway musical, *Rent*, the refrain from the song, *Seasons of Love*, includes the line, "525,600 minutes, 525,000 moments so dear, 525,600 minutes: how do you measure a year? In daylights, in sunsets, in midnights, in cups of coffee? In inches, in miles, in laughter, in strife?"

ECHOS, like the rest of the world, had an unprecedented 525,600 minutes in 2020 and 2021. So, how did we measure this year? We can measure the number of evictions prevented, the number of nights that a bed was provided to someone without one, the number of meals offered, the number of community members sustainably housed, the number of staff and volunteer service hours, the number of community referrals to needed services...

We also measured the steps we took *gearing up for growth*. In 2020, ECHOS entered a joint project with United Churches of Elizabethtown Area (UCEA) by breaking ground on a

## OUR MISSION & VISION

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

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

brand-new facility to bring more space and accommodations for community members in need. This growth continued by bringing on a new Executive Director, Brie Anderson, MPA, with a new perspective and energy.

We could not have accomplished this without the loving and generous support of our community. **Make sure you measure the impact you have made in the 525,600 minutes this year; we do.**

So, how does ECHOS measure a year? Simply put, by mobilizing our community to provide services that prevent and alleviate poverty and empower stability in our neighbors. Thank you for being a part of how we measure a year.

Blessings and peace!

Sincerely,



Chris Rich, MSW, LCSW  
Chair, Board of Directors



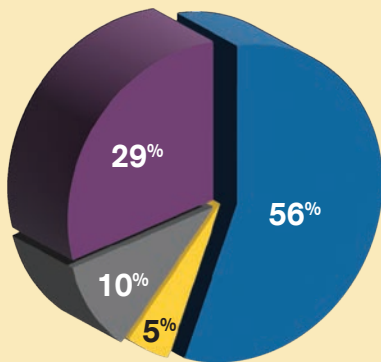
Briana Anderson, MPA  
Executive Director

Continue Your Generosity at [ECHOSLancaster.org/give](https://ECHOSLancaster.org/give)

# MEASURING THE IMPACT

## INCOME: Coming In

We are so grateful for our supportive community, giving generously to provide services to our neighbors. The opportunity for grants is also a critical funding source for the ECHOS team to be able to serve families seeking housing stability and avoiding homelessness in the Northwest Region of Lancaster County.



## Revenue Sources

Grants.....	56%
Community Contributions.....	29%
Fundraising Events .....	10%
Contract with EASD .....	5%



How many cents out of every dollar goes to ECHOS programs?  
85 cents out of every dollar given goes directly towards programming for our community!

## EXPENSES: Going Out

The ECHOS team maintains excellent principles of stewardship to keep our expenses low without compromising the quality of service-delivery we give to our clients. Much of this year's effort has been in preparation for the coming year, with the approaching new building expansion that will transform our ability to provide desperately needed services.



### FAMILY & INDIVIDUAL SUPPORTIVE SERVICES

**\$264,589**

Coordinated Assessment (CHART)	21	
EASD Crisis Counseling	100	
Enrichment Services	231	
Eviction Prevention	90	



### HOUSING STABILITY PROGRAMS

**\$223,258**

Permanent Supportive Housing	13	
Bridge House 90	2	
Pathways to MyHome	33	



### ELIZABETHTOWN EMERGENCY SHELTER

**\$101,033**

Individuals and Families	33	
Bed Nights	884	

Total of Program Expenses:  
**\$588,880**





# GENEROSITY THAT CAN'T BE MEASURED

ECHOS is deeply grateful for financial gifts, but generosity takes many forms. Volunteers are donors of the heart!

## Value of Volunteer Hours:

**\$143,444** (5,378.50 hrs. x \$26.67)

5,378.50 volunteer hours were donated during this fiscal year

## AN UNPRECEDENTED YEAR

Despite a global pandemic, ECHOS never closed physical operations. Especially because of the changing emotional and economic challenges faced by our clients, we continued to serve community members in need.



It was such a pleasure to work with St. Paul's UMC! They were the most gracious and supportive hosts for the Elizabethtown Emergency Shelter that we could have asked for. I cannot thank them enough. Because we were able to spread out in their Children's Wing, not one shelter guest contracted COVID-19 last year."

*Chrissie Raffensberger, MSW, LSW, Shelter Coordinator*

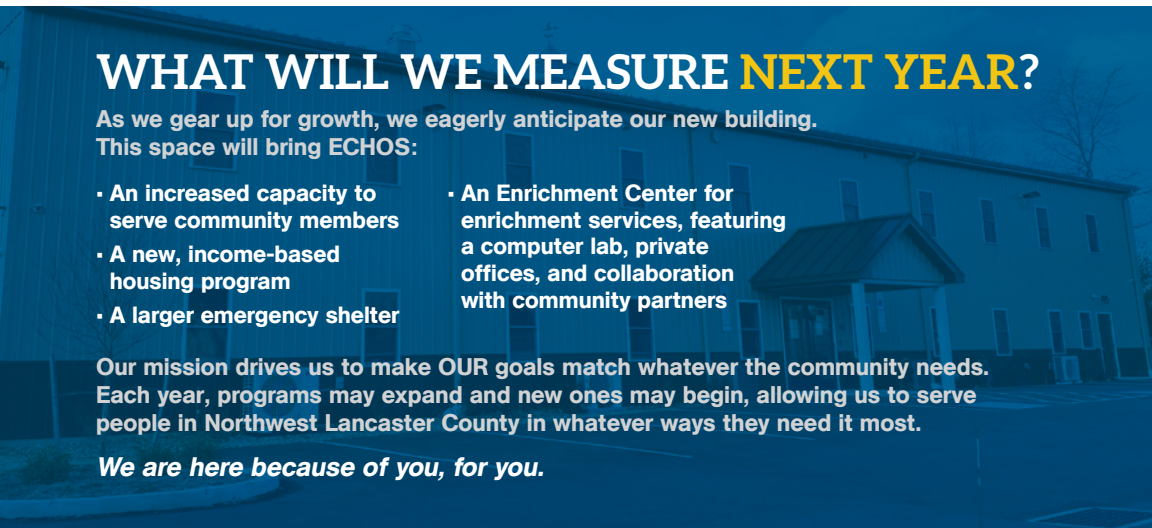
## WHAT WILL WE MEASURE NEXT YEAR?

As we gear up for growth, we eagerly anticipate our new building. This space will bring ECHOS:

- An increased capacity to serve community members
- A new, income-based housing program
- A larger emergency shelter
- An Enrichment Center for enrichment services, featuring a computer lab, private offices, and collaboration with community partners

Our mission drives us to make OUR goals match whatever the community needs. Each year, programs may expand and new ones may begin, allowing us to serve people in Northwest Lancaster County in whatever ways they need it most.

***We are here because of you, for you.***



# LIVES TOUCHED BY ECHOS

# 1,374



Community Place on Washington  
105 E. Washington St.  
Elizabethtown, PA 17022  
717.361.0740  
info@ECHOSLancaster.org  
[www.ECHOSLancaster.org](http://www.ECHOSLancaster.org)



[www.facebook.com/ECHOSLancaster](http://www.facebook.com/ECHOSLancaster)

**“Thank you for checking in on my child.**

I appreciate knowing my kid's safety is a priority, and I'm grateful for the additional support the program provides.”

– EASD Parent, Crisis Counseling Recipient



**FAMILY &  
INDIVIDUAL  
SUPPORTIVE  
SERVICES**

**442**

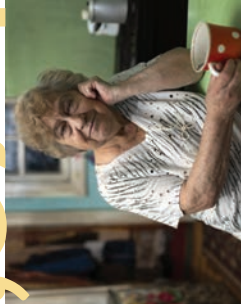
*I didn't know how much opportunity there was to find help until you pointed me in the right direction. We were going to get evicted without your support, I know it. Now I can stay in the home I raised my children in.*



**HOUSING  
STABILITY  
PROGRAMS**

**48**

*I felt like I was never going to be able to get ahead. All I needed was two months to get a security deposit saved up. Thank you for the opportunity to keep me and my daughter safe.*



**ELIZABETHTOWN  
EMERGENCY  
SHELTER**

**33**

**BED NIGHTS**

**884**

*I thought I was going to spend the winter bundled up in my car. Thank you for giving me a place to rest.*