



Elizabethtown Community
Housing & Outreach Services

A NEW FOUNDATION



ANNUAL IMPACT REPORT
Fiscal Year July 1, 2021 – June 30, 2022

PROVIDING THE FRAMEWORK FOR SUCCESS

At a time when everything costs more and more, people already living paycheck to paycheck fall further into a hole with no immediate sign of relief. For one local family, this was their reality. Finding themselves living in a campground with limited resources, they were unable to make progress on their goals and instead found themselves focusing on surviving one day at a time. Their lifeline came when they were referred to ECHOS.

Upon being placed into ECHOS Bridge House90 (crisis housing) Program, the family was assigned a dedicated case advocate to help them achieve their goals and resolve their housing crisis. By having a roof over their head, they were able to devote time to their long-term goals: employment, budgeting, enrolling their children in the local school district, and repairing their credit. By working together with their case advocate and showing commitment and determination, they began to check off those goals one by one.

Soon they found themselves with one last goal to achieve... finding a place to call home. They began working with their case advocate to find a rental within their budget and through that search, identified a local landlord who was willing to work with the family and ECHOS. At the beginning of 2023, they moved into an affordable, single-family home with a fenced-in yard for their dogs. The family is currently still stably housed and thriving!

CONNECTING THE PLANS

When I think of what the 2021-2022 fiscal year brought ECHOS, I envision the process of transforming the strong foundation of a house into a home.

ECHOS as we knew it changed when we moved to a new building in the fall of 2021. That move represented so much more than just a transition to a new space; what started as a vision became a reality as the ground was broken, the framework was built, and 105 East Washington Street became home to some and a safe place to many more.

Our growth in this new home of ours was solidified by serving the most community members that we ever have in the 2021-2022 fiscal year, the creation of a new housing program with six units dedicated to reducing older adult and veteran homelessness, and a trauma-informed emergency shelter. For a grassroots agency with a humble foundation, being able to serve over 1,000 community members was quite an accomplishment.

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.

On the flip side, serving more than 1,000 community members in a year also is a daunting reality and one we are skeptical of seeing improve drastically in the near future. More people are experiencing insufficient income leading to housing insecurity, and affordable housing prospects are grimmer than ever. In response, ECHOS is looking at ways to expand partnerships and services in the 2022-2023 fiscal year to meet this burgeoning demand.

Thank you to everyone who contributed to helping us build our new foundation. Step by step, brick by brick, volunteer by volunteer, we are giving our neighbors the confidence, care, and skills they need to go out into the community and build their own homes.



Chris Rich

Chris Rich, MSW, LCSW
Chair, Board of Directors



Briana M Anderson

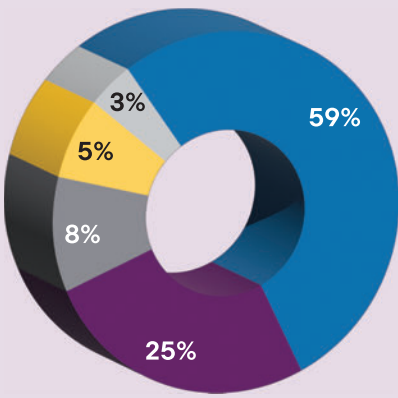
Briana Anderson, MPA
Executive Director

Continue Your Generosity at ECHOSLancaster.org/give

BUILDING OUR BASE

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	\$658,654
Community Contributions	\$279,162
Fundraising Events	\$93,630
Contract with EASD	\$55,007
Other Income	\$23,004
TOTAL	\$1,109,457



ECHOS provided **170,250** minutes of one-on-one time with clients for a value of **\$233,469.50** at no cost.

80 cents of every dollar go directly to ECHOS programming.

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.



FAMILY & INDIVIDUAL SUPPORTIVE SERVICES

\$208,043

Coordinated Assessment (CHART):	114	
EASD Crisis Counseling:	196	
Enrichment Center:	348	
Information & Referrals:	64	
Prevention/Diversion:	124	
Schools First:	22	



HOUSING STABILITY PROGRAMS

\$448,495

Bridge House90:	11	
Home2Stay:	20	
Homestead Housing:	8	
Pathways to MyHome:	42	



ELIZABETHTOWN EMERGENCY SHELTER

\$124,131

Individuals & Families:	85	
Bed Nights:	2,897	

Total of Program Expenses: \$780,669



STRENGTHENING THE FOUNDATION

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

Value of Volunteer Hours:
\$133,680.50 (4,683.97 hrs x \$28.54)
4,683.97 volunteer hours were donated during this fiscal year

VOLUNTEER OVERVIEW

We know that change would not be possible without the dedicated people behind the scenes. From the volunteers who donate their time and resources, to the community members who give so generously, we thank you for being part of our mission. Together with our volunteers, we have the opportunity to see transformations in the lives of our neighbors!



Individually, addressing issues like poverty and housing insecurity feels overwhelming, but when you come to ECHOS you can see what is achieved when a community comes together and rallies behind a cause, and it's extraordinary. Seeing that progress first-hand is why we keep returning."

Nicole Gramlich and Zach Zimmerman, 3-year volunteers

LOOKING FORWARD

With a strong, new foundation, we have the framework to continue growing ECHOS to meet the needs of our community.

In 2022-2023, we:

- Will have operated the Homestead Housing Program, serving older adults experiencing housing insecurity, for its first full year.
- Will continue expanding our community partnerships so clients can easily connect with other local providers.
- Anticipate a fully staffed shelter with more than 150 volunteers and 6 part-time staff.
- Will strengthen our community presence.

Our mission drives us to make OUR goals match whatever the community needs. Each year, programs may extend 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

1,034



FAMILY & INDIVIDUAL SUPPORTIVE SERVICES

868

"All of the GREAT staff here! Anything I have ever asked for help with has always been addressed quickly and efficiently to the best of anybody's ability. With a smile! :)"



HOUSING STABILITY PROGRAMS

81

"I believe that without ECHOS, the staff and service provided to me that I would have been found dead in my tent. True Story. This is why I love and respect them all. On a personal note please know that I love you all as family and feel privileged and honored to know and work with you all."



ELIZABETHTOWN EMERGENCY SHELTER

85

BED NIGHTS 2,897

"The staff at ECHOS are so empathetic and respectful. When I speak with them, I know that they really do care about us. They are wonderful."



Elizabethtown Community
Housing & Outreach Services

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