

#### *Who we are:*

EChO is a 501 (c)(3) charitable, nonprofit organization that restores hope and changes lives by offering caring, compassionate human services responsive to individual needs.

#### *Our mission:*

To provide assistance to residents of the Evergreen mountain communities who are unemployed, underemployed, dealing with a long term illness, or experiencing other forms of personal crisis.

#### *Our purpose:*

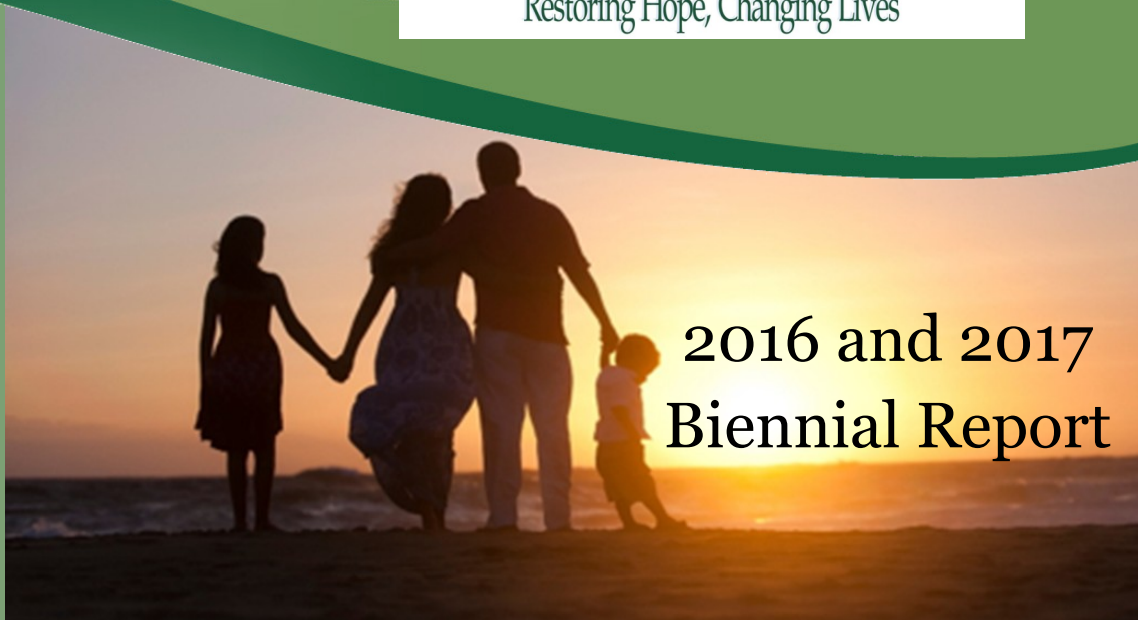
To restore hope and change the lives of people in our mountain community.

#### *Our services:*

- ♦ Echo Food Bank
- ♦ Client Services
- ♦ Veteran Services
- ♦ Victim Services
- ♦ Emergency Shelter Program
- ♦ Job Center
- ♦ Senior Community Service Employment Program (SER)
- ♦ EChO Resale Shop

#### *Our service area:*

The unincorporated mountain communities of Jefferson County, as well as selected services provided to some areas in Clear



## 2016 and 2017 Biennial Report

**1,248** households served in 2017

**1,085** households served in 2016

**13,690** service contacts made in 2017

**10,410** service contacts made in 2016

**268,388** meals served in 2017

**244,596** meals served in 2016

**32,465** volunteer hours donated in 2017

**29,000** volunteer hours donated in 2016

**Evergreen Christian Outreach**  
P.O. Box 1515, Evergreen, CO 80437  
[www.EvergreenChristianOutreach.org](http://www.EvergreenChristianOutreach.org) • 303-670-1796

# Money Matters...

EChO makes a difference in the lives of people because of the generosity of supporters like you. Donations of food, money, and household goods support EChO's incredible programs. Generous volunteers, like yourself, give time and share their talents to support EChO's mission. Your participation in food drives, fundraising events, the community garden, and other activities help subsidize and support EChO's bottom line. EChO acts as a responsible steward of

## 2016 Revenue and Expenses

### Revenue

Contributions	\$	191,953.54	18%
Grants	\$	69,485.85	6%
Fundraising Activities	\$	152,876.80	14%
In-kind Contributions	\$	490,787.80	46%
Resale Net Income	\$	172,265.03	16%

**Total Revenue** \$ 1,077,369.02 100%

### Expense

Client Expense	\$	416,121	37%
In-Kind Client Expense	\$	473,162	43%
Management Expense	\$	93,371	8%
Fundraising Expense	\$	130,039	12%

**Net Expenses** \$ 1,112,693 100%

**Net revenue** \$ (35,324)

## 2017 Revenue and Expenses

### Revenue

Contributions	\$	279,741	26%
Grants	\$	83,148	8%
Fundraising Activities	\$	68,448	6%
In-Kind Contribution	\$	530,848	49%
Resale Net Income	\$	113,424	11%

**Total Revenue** 1,075,609 100%

### Expense

Client Expense	\$	381,201	34%
In-Kind Client Expense	\$	527,438	48%
Management Expense	\$	104,770	9%
Fundraising Expense	\$	96,932	9%

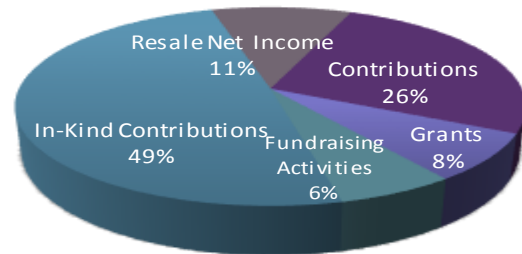
**Total Expense** \$ 1,110,341 100%

**Net Revenue** \$ (34,732)

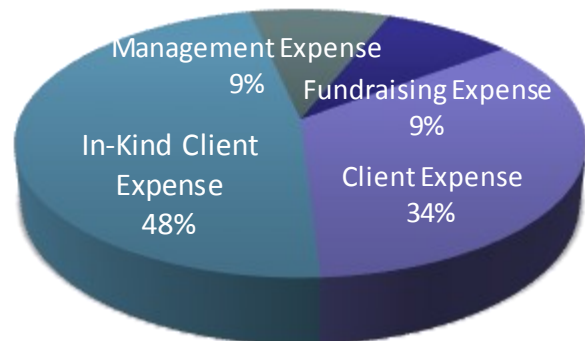
these contributions. The trust afforded to us assures that everything we do benefits our vulnerable neighbors in need of food and support services, as well as many who benefit from EChO workshops, career development services, and other activities.

EChO is diligent in its efforts to conservatively manage the operational budget, yet overall expenses exceeded income in both 2016 and 2017. Anticipated donations, grants, fundraising activities, and resale shop revenue all fell short of EChO's projected budget. These circumstances, coupled with an unanticipated increase in rent, negatively impacted EChO's bottom line for the past two years. Rather than eliminate essential staff and reduce services, EChO chose to expend some of its cash reserves to address escalating client needs. Although our year-end financial statements reflected a cash deficit, cash reserves were never fully depleted. In 2018, EChO's goal is to replenish cash reserves, and maintain a balanced revenue-to-expenditure ratio. Your support will help us accomplish this and continue

### 2017 Revenue



### 2017 Expenses



*"I am so grateful for all the services. Especially the jobs program!  
Thank you so much for all you do!"*



# Your contributions change everything



Dear EChO Donors,  
When people of our community fall on hard times, where do they turn for help? In ever-growing numbers they turn to Evergreen Christian Outreach. Why? Because they know they will be treated with respect and care. Your contributions have helped EChO become the "go to" help provider to those in need. You are helping our food bank, client services, and jobs center staff improve the lives of many, many people in Evergreen every day. Your gifts are extremely important to the continued health of this great organization.

Your board of directors is committed to the health of EChO and to continual improvement in the services that we provide. Our bylaws have term limits, so we bring on new board members from time to time. We have brought on new members with strong backgrounds in management and fundraising in order to ensure that we use donated funds wisely as well as look to the future for better ways to help our community.

*"Thank you very much for all your help and support."*

In conjunction with EChO staff education and development, your board also has participated in a variety of classes and seminars over the past year through the Colorado Nonprofits Association and Community Resource Center. EChO's commitment to continual improvement garnered us the Non-Profit of Excellence award in 2017 from the governor. Since late 2017 the board has also embarked on a major strategic planning effort. Our committee meets several times a month to reexamine the entire organization and individual services. And we are not doing this in isolation. We have interviewed supporters from across the community as well as staff and clients. We recently held a well-attended meeting of stakeholders from across Evergreen to solicit ideas on taking EChO into our next 30 years. In the coming months we will roll out an improved vision, mission, and set of goals for our future operations.

I would like to thank you for your continued support of EChO. And I encourage you all to consider a recurring gift through our Donate link on the EChO web site. Monthly lease and salary expenses require a steady income flow through charitable giving. Help us sustain and grow EChO for our next 30 years!

Thank you,  
Joe Niemeyer  
President of the Board

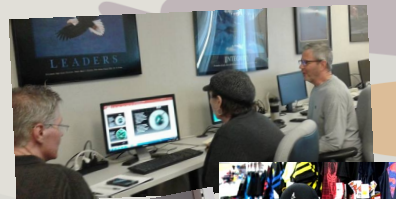
*"The staff at EChO is fantastic"*

## What your support looks like

Whether serving at the Food Bank, coaching a job applicant, stacking firewood, running in the Turkey Trot, caring for EChO's Community Garden, helping a child find clothes and school supplies, or attending a fundraising event, EChO's supporters are the lifeblood of the agency. More than 450 regular volunteers and hundreds more

### 2017 Volunteer Hours Donated

AREA	2017 TOTAL HOURS
Court Ordered Community Service	952.00
Board Volunteer Hours	3,020.85
Community Garden	1,002.00
Emergency Shelter	1,996.89
Enrichment Center	1,046.50
Food Bank	8,680.48
Jobs Center	819.75
Resale	13,451.75
Special Events	1,495.33
<b>2017 GRAND TOTAL</b>	<b>32,465.55</b>



# Restoring Hope

## Letter from the Executive Director



First of all, a big thank you goes out to all who have supported EChO during the past year. Your generosity in the form of financial gifts, food donations, contributions to our Resale Shop, as well as your gift of time has helped us provide hope – help, opportunities, programs, and education to residents of our mountain community.

During the past two years we have seen requests for assistance increase and the number of services we provide steadily climb. Increased housing costs, a higher cost of living, and an aging population have presented unique challenges and opportunities for us as we strive to meet the needs of our community. Through partnerships and collaborative efforts with other agencies and organizations we have been able to accomplish so much. As an organization, we have identified underserved populations within our community, such as veterans and seniors, and have made strides to enhance and implement programs to better serve them.

For over 30 years EChO has been an integral part of our mountain area helping residents in their time of need. Our dedicated staff works diligently to provide the best service possible, whether it is offering individualized case management to our clients, developing and implementing innovative programs to help meet identified needs, or working in our Resale Shop. Together with our many volunteers, we are making a difference in our community.

Your continued support is crucial as we plan EChO's future. We anticipate the need for assistance to continue growing, and we are working to increase revenue through additional funding sources and events to meet these service demands. We are extremely grateful and appreciative of your past support, and look forward to continuing our partnership with you to restore hope and change lives every day in our mountain community!

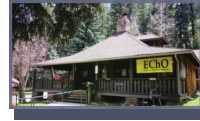
*"I've only heard wonderful things about how EChO serves and helps the people in the community. I am very thankful for your services and care!"*



## Our Services

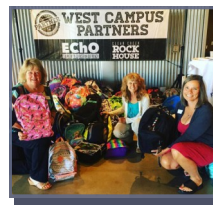
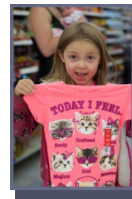
### Food Bank

- Supplemental food
- Personal care products
- Firewood
- Pet food
- Holiday meals
- Student summer lunch program
- Community garden
- The Emergency Food Assistance Program (TEFAP)



### Client Services

- Crisis intervention
- Advocacy
- Housing assistance
- Homelessness prevention and support services
- Emergency financial assistance
- Veteran services
- Crime victim services
- Case management
- Resource coordination
- School supplies and back-to-school shopping



### Severe Weather Emergency Shelter Program

Overnight shelter and hot meals when temperatures reach 20 degrees or below



### Jobs Center

- Job search assistance
- Résumé writing
- Job fairs and job coaching
- Career development workshops
- Community education
- Computer skills training
- Budgeting education
- Long-term job training for adults age 55 and over



### EChO Resale Shop

- High-quality clothing, furniture, jewelry, and household goods at affordable prices
- Emergency clothing and household goods for clients



**Your contributions of time, talent, and financial gifts allow us to provide all services without cost to our clients.**



*"Sometimes someone touches your heart and stays there forever. Thanks for all you do"*

## Changing Lives



*"You guys are great! Thanks for being here and for being who you are."*

### What is EChO?

EChO is an award-winning 501 (c)(3) nonprofit organization based in Evergreen, Colorado. EChO provides a broad range of essential human services to rural mountain residents in the unincorporated mountain area of Jefferson County, as well as parts of Clear Creek and Park Counties. EChO's continuum of services helps improve food and housing security, economic stability, resiliency, employability, self-sufficiency, and quality of life for community citizens. EChO's current mission is "to provide assistance to residents of the Evergreen mountain communities who are unemployed, under-employed, dealing with a long term illness, or experiencing other forms of personal crisis." With input from key community members and key stakeholders, the agency is currently revising its mission statement to better reflect its purpose to *restore hope and improve the lives of mountain residents in rural foothills communities.*

### EChO's Model of Service

Since its founding in 1986, EChO has offered services responsive to identified human needs in its service area encompassing a population of more than 70,000. In 2017, 450 volunteers donated over 32,000 hours of service, while individual and business contributions to the agency totaled \$279,741. EChO's services are guided by evidence-based research on personal resiliency, trauma-informed practices, human service best practices, and self-sufficiency standards. The Resiliency Model of service delivery includes indicators known as "protective factors" that help strengthen personal and family resiliency. Trauma-informed practices are based on foundational research by Kaiser Permanente and validated by the Center for Disease Control linking trauma to lifelong health consequences and victimization. Research on self-sufficiency, validated by the department of Housing and Urban Development, identifies strategies that help people move from crisis toward self-efficacy. EChO utilizes all of these service

models to develop individualized service plans to ensure the best possible outcome for clients and community members.

### Governance and Personnel

EChO's 12-member Board of Directors provides governance and oversight of the agency's operations and activities. Together with staff members, the board establishes strategic plans, including the mission, vision, and operational goals. Board members meet monthly to review progress and update goals based on current needs. All board members contribute financially to EChO's operations. The agency's Direct Service staff includes a full time Executive Director, Client Advocates, Food Bank staff, Job Center staff, front desk personnel, and the Emergency Shelter Program Director. Other program and administrative staff include the Volunteer Services Director, development personnel, and a financial services administrator. The EChO Resale Shop utilizes volunteer and paid staff members to support the organization's mission.

### Community Involvement

EChO is actively engaged in local, county, and statewide efforts to address homelessness, better employment opportunities, affordable housing, and food security. EChO is a principal partner with Mountain Area Health and Human Services (MAHHS), a local collaboration of more than 40 governmental, nonprofit and civic organizations working to coordinate and leverage local helping resources. EChO provides leadership on advisory and planning committees associated with the Rocky Mountain Food Bank, Jefferson

*"As medications and health insurance costs increase, EChO's help with food has been a Godsend."*

County Food Policy Council, and Hunger Free Colorado. Additionally, EChO's client-choice Food Bank has been designated a model program for other food pantries. EChO is a founding member and current advisor of the Colorado Food Pantry Network, and helped produce the Food Pantry Best Practices Guide.

### Nominations and Awards



# Your Contributions In Action

ECHO continues to provide services that meet the growing needs of community members, made possible by the generosity of financial donors, volunteers, event participants, sponsors, and other supporters. Together, we made a difference for thousands of people in the mountain community during 2016 and 2017. Thank you for your support!

Activity	2016	2017	% Increase
Unique households served, Food Bank, Client Services, ESP	465	595	28%
Total number served, Food Bank, Client Services, ESP	885	1,048	18%
Adults served, Food Bank, Client Services, ESP	616	720	17%
Children served, Food Bank, Client Services, ESP	269	328	22%
Service contacts, Food Bank, Client Services, ESP, Job Center	10,410	13,690	32%
Number new clients, Food Bank, Client Services, ESP, Job Center	251	306	22%
Average annual # services per client, Food Bank, Client Services, ESP, Job Center	41	45	08%
Total client visits, Food Bank, Client Services, ESP, Job Center	7,921	9,985	26%
Average number of client visits per day, Food Bank, Client Services, ESP, Job Center	36	41	14%
Unique households accessing Food Bank	401	499	24%
Number adults receiving supplemental food	535	620	16%
Number children receiving supplemental food	239	267	12%
Total people receiving supplemental food	774	887	15%
Number homeless served, Food Bank, Client Services, ESP	131	178	36%
Unique households homeless, Food Bank, Client Services, ESP	84	116	38%
Clients receiving additional 50# of food monthly	128	715	458%
Children receiving summer lunches daily	38	63	66%
Children receiving school supplies	38	53	39%
People receiving holiday meals	468	557	19%
Number Job Center service activities	693	849	23%





# "I never thought this would happen to me..."

## Stories of hope restored

### *Facing death at age 59*

"You have cancer". Words no one wants to hear, especially when you are 59 years old, married to the love of your life, father of a disabled child, and sole provider for your family. Learning that you have this disease, and being told you need to get your affairs in order is devastating. With a relatively short time left, Richard is trying hard to get caught up on bills so his wife will not be faced with utility disconnects and the threat of eviction. Client advocates are working closely with this family to provide them with the resources and financial assistance needed as they face this life changing diagnosis and the uncertainty of their life without

Because you care enough to support EChO, staff members have the privilege of restoring hope and changing lives every day. Here are just a few of the ways you've helped us make a difference in the lives of our mountain neighbors.

### *Homeless at age 90?*

When their landlord decided to sell, Ed and Mary found themselves in the "all too familiar" and very difficult situation of needing to find an affordable place to live. At almost 90 years old, they had hoped that their current mountain home would be their last. Living on a fixed income of \$1,750 per month, finding affordable housing for them that would also allow two large aging pets, was extremely challenging. Existing medical issues and a major car repair further complicated this situation. Where were they going to live? How could they possibly afford the rent and required move-in costs? EChO's client advocates worked diligently with local agencies to identify potential resources and assistance. Learning that Ed was also a veteran provided additional resources and help. Finally, by working collaboratively, they were able to obtain suitable housing

*"Everybody at EChO is so very kind and helpful.  
I love EChO! Thank you for everything you do!"*

### *Abused by a loved one*

After many years, Patsy found her inner strength and left her abuser. This brave act left her homeless and in need of immediate employment. Through a referral of an EChO client advocate, she came to the Job Center. She told of her time out of the workforce to raise children. Patsy frequented the Job Center from that point on to acquire the necessary skills to get a job that pays living wages.

The first step Patsy took with her Job Center volunteer mentor was to set up an email account. Then she

faithfully committed to learn how to navigate it. Next, Patsy completed five online job applications, with assistance. EChO job coaching proceeded with all the aspects of



how to have a successful interview. In addition, during her visits, Patsy became involved with a couple of the Wellness Classes offered by the Jefferson Center for Mental Health at the Job Center. These classes offered her some tools she could use to help her find some peace. In just a few weeks' time, with her daily visits to the Job Center, she received thirteen job services. Patsy's willingness to work hard to find a job despite her homelessness proved successful when she accepted a position with UPS. When she came into the Job Center for a brief visit, she was wearing her uniform and beaming with a huge smile

*"I love this place and am so grateful for their presence. I utilize the service as much as possible."*

# Evergreen Christian Outreach (EChO)

In 1986, three Evergreen churches collectively opened a food pantry in order to alleviate hunger among local residents who had appealed for help. With donated food and clothing stored in a church closet, volunteers for Evergreen Christian Outreach (EChO) regularly provided food and clothing to six families in the first year. Requests for services increased over time, and EChO volunteers began to identify many other conditions that impacted the well-being and quality of life of their clients and neighbors. They recognized a need for a broader agency; one that would address basic and urgent human needs in communities where affluence among the general population concealed hunger, poverty, homelessness, and other adversities.

EChO was incorporated "to offer and provide food, clothing, lodging and assistance on a short-term basis to people in need in the Evergreen, Colorado area." The IRS recognizes EChO as a 501(c) (3) charitable nonprofit organization. During its first year, EChO served 125 families offering food, clothing, emergency financial assistance, crisis intervention, case management, and resource coordination.

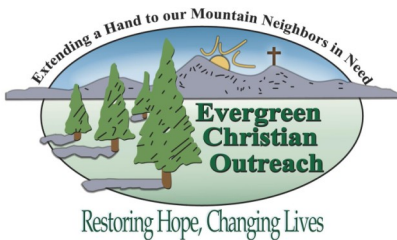
Today, EChO celebrates 30 years of restoring hope and changing the lives of mountain residents. Its service area includes a population of more than 70,000 in 800 square miles in the unincorporated mountain areas of Jefferson County, as well as contiguous communities in neighboring counties. Together with hundreds of volunteers, donors, and other supporters, EChO helps more than 1,000 people annually to reach their potential and improve their quality of life.

EChO's vision of a community where each person thrives is pivotal to the design and expansion of its programs and activities. We are grateful to the community and to YOU, for helping EChO realize its vision and fulfill its purpose of restoring hope and changing lives.



## *Special Thanks to our 2016-2017 Grantors*

- The Anschutz Foundation
- The Burt Foundation
- Community First Foundation
- Conifer Newcomers and Neighbors
- Energy Outreach Colorado
- Evergreen Lutheran Church
- Evergreen Rotary Foundation
- J.M McDonald Foundation
- JR and MJ Wilson Foundation
- Mountain Foothills - Evergreen Rotary
- Sampson Family Foundation
- Theda & Tamblin Clark Smith Foundation
- Thrall Family Charitable Gift Fund



P.O. Box 1515

Evergreen, CO 80437

**2016-2017 Biennial  
Report**