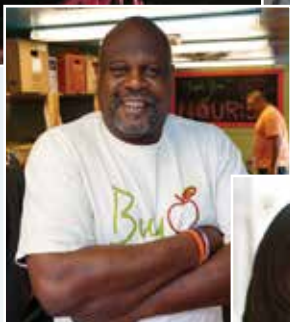


ANNUAL REPORT

2018 ANNUAL REPORT | JULY 1, 2017 – JUNE 30, 2018



Good Samaritan Services

Restoring hope. Transforming lives.



CHIEF EXECUTIVE OFFICER'S MESSAGE

As I reflect over this past year, my heart is full of gratitude for the new opportunities we have been given to significantly change lives in our communities. Our merger with Bridge of Hope Lancaster and Chester Counties has allowed us to triple the number of people we are serving and supporting every day.



Now, Good Samaritan Services is providing emergency shelter, transitional housing, affordable housing, and permanent housing services to men, women, and children, all across Lancaster and Chester Counties. It is exciting that we can provide such a broad range of services to our neighbors in need.

As we move forward with ambition, we need your help. We need your prayers, your volunteer service, and your financial support to help us fulfill our mission. Together, we have the opportunity to impact over 400 lives this year.

Good Samaritan Services is helping people move from crisis to stability, from homelessness to housing. It takes a tremendous amount of effort and resources to accomplish this, and I am so grateful that you are part of our team.

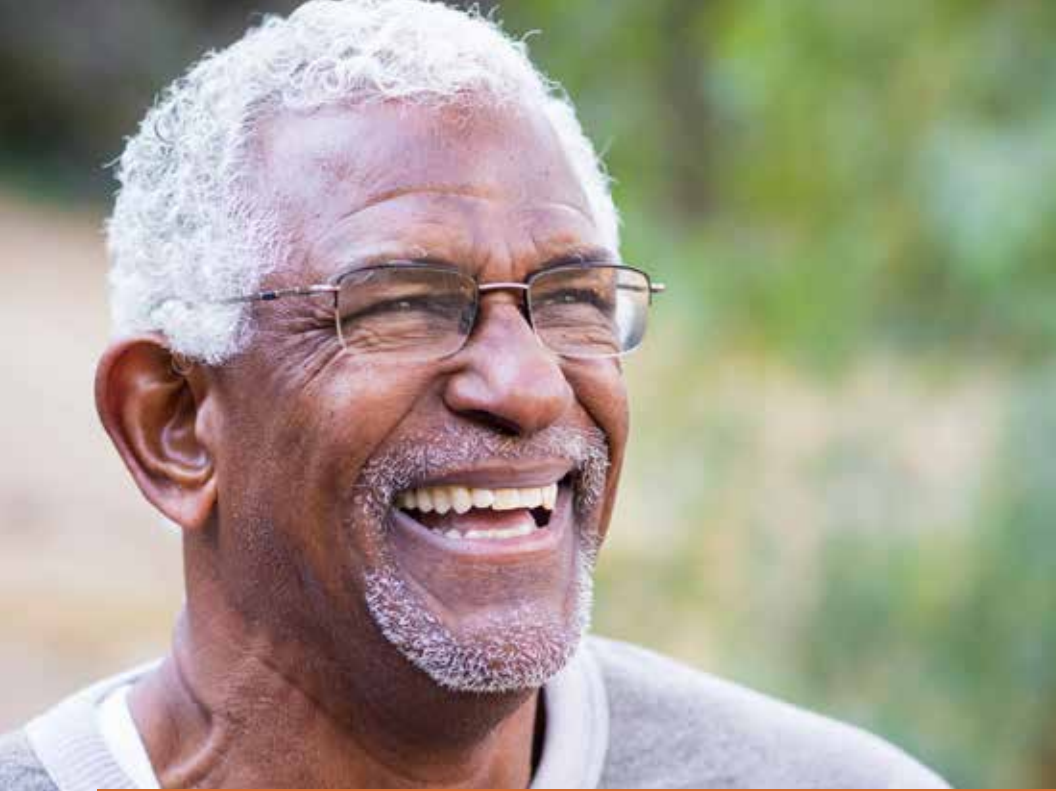
I greatly value your support and partnership.

Sincerely and with thanks,

Nate Hoffer

Chief Executive Officer, Good Samaritan Services





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Equipping, Empowering, and Encouraging: The three E's of Ephrata

A few years ago, we purchased our transitional building, commonly referred to as "21". This building would be an extension of our Emergency Shelter. From the beginning, 21 was a reminder of God's faithfulness to us in each season of our lives. The vision for this house was to serve our guests, but the house needed a bit of love before we were able open our doors to serve them. As we made our needs known to our community, we were met with willing hearts and helping hands. Thanks to so much help we were able to move a family into the downstairs apartment in February of 2016. We thanked God for His faithfulness during this time and joyfully let up a prayer for Him to do it again as we began work on the upstairs apartment. We knew it would not be an easy challenge; however, our faith led us to not seek the possible, but rather the God-sized possible. In November 2017, we finished the upstairs apartment and moved in even more guests. Since then, we have extended our services to many women who have found joy and relief as they enter the doors of this, their new home. As we look around the upstairs apartment, we are reminded of God's faithfulness each time one of our guests look at us and express their gratitude. We would like to follow suit and express our gratitude to each one of you who made 21 an answered prayer.

Another area of God's faithfulness to us can be seen in the warm smiles of our volunteers. Our Bible study teachers have made an especially lasting impact over the past year. The women we serve enter our homes searching for comfort and peace. Thanks to the work of these Bible Study teachers, our guests are shown the source of all peace and comfort through the pages of the Bible that meets them right here in our home. On one particular Wednesday night, heaven celebrated as one of our guests accepted the Lord into her life! Love for these Bible studies goes on even after the class ends, which prompted two of our guests to begin their own Bible study together. As we celebrate our new sister in Christ, we celebrate the tremendous success of each one of our Bible studies.

As a Case Management team, we are always coming up with new ways to serve our guests working with our Permanent Housing Services team. Our daily goals are to equip, empower, and to encourage. We live these out by assisting our guests in finding jobs, finding suitable childcare, and reliable transportation. We cannot do this alone, and so we are thankful that volunteer mentors also come alongside the guests. Together, we are able to work on the specific goals and needs of the people we serve. We want to provide the best care possible for our guests and we are constantly pursuing new resources in the community on their behalf. Again, this also comes with and requires support from mentors, volunteers, and donors. We are so grateful for the opportunity to be part of the lives of the people we serve as they work towards independence.

With grateful hearts,

Hannah Miller
Resident Director, Ephrata

Maria Buck
Resident Advocate, Ephrata

Mandy Principato
Resident Advocate, Ephrata





Seeing Lives Changed Before our Eyes: Men's Shelter

Life teaches us that sometimes it is up to us to step out in faith, and take a chance on someone.

A little over two years ago I received a call from a woman from West Chester. She told me that there was a man living and sleeping in the bus station. Was there anything that I could do to help? She was willing to take a chance to personally drive him to Phoenixville. Thanks to her assistance we were able to do an initial interview and, based on the conversation we decided to help the person I will call RM.

After the interview he took his drug test (we drug test all potential residents) and it indicated a level of a substance in his system. I was disappointed but not completely surprised. I asked him why and he indicated that that was all that he had to do; he had no job, no residence and no family to help. We decided to go forward with the intake and cautioned RM that we would randomly check the levels in his system and that our expectation was that they would diminish and eventually be gone.

Within a few weeks, we were able to help him find a job and this was the first job that he, a man in his 40's, had ever had. He previously "worked the corners" in New York City. Soon he was getting great reviews at his place of employment. His drug tests came up negative and he began to feel like "family" and indeed he has become part of our Good Sam Family.

In the time since that initial job, RM has become an outstanding employee of our Nourish Mobile Market, been promoted to captain on the market and when we did a house manager shuffle, he was chosen and accepted the position of house manager of our emergency shelter. Now RM is the one to receive men off the street, to welcome and guides them in our program. Because of experiences like this, seeing how faith can be put into action; this is why I love coming to work every morning at the Good Samaritan Services.

Respectfully submitted,

Timothy Barr

Resident Director

Richard Baxter

Resident Advocate





On the road to Permanent Housing: Helping families in Lancaster County

Over the past year we have had the privilege of working with single mothers with dependent children who were working on moving from homelessness to permanent housing.

One of our families came to us while they were still living in a local shelter where the mother and her five children were all staying in one room. Each day the mother would get the children ready for the day, walk the younger ones to daycare, the older ones to school and then walk herself to work. She repeated this same routine in the evenings. We worked with her to find a home to rent and the furniture and beds that she needed. Since moving into her own home she has been able to save money and purchase a van to get her children to daycare and school. She meets with one of our Family Resource Coordinators one to two times a month. During their meetings, together they review and update her budget, discuss the progress that she has made on her goals and what resources are available in the community. She has a Neighbor Group from her church which provides ongoing support and friendships. This group from her church has coordinated child care when needed, has provided meals when she has not been feeling well, has provided transportation and so much more! This family has also chosen to participate in our Family Building Services, which is an optional service that provides parent education and support. Kathy Scott, our Family and Child Specialist who runs this service, meets with women in their homes. She talks with mothers about what strengths they have as a parent, and tailors their meetings and the education provided to what the family wants to learn. She gets the children involved through family activities, games, crafts, etc. Each visit she gives a book to each child so that they can grow their own library. Though there are ups and downs during the time that families are enrolled in our Permanent Housing Service, we are often reminded of God's faithfulness to the families that we serve. He always provides exactly what a family needs in the right timing.

Through the merger with Good Samaritan Shelter, we have also had the opportunity to work closely with the Ephrata Women's Shelter. We have been able to work with some of the single mothers who have been living in the Ephrata shelter helping them to obtain permanent housing. Also thanks to the merger, we can now offer our families the opportunity participate in the GSS Matched Savings Program and the Microfinance Loan Program. The Matched Savings Program has been a great incentive for women to set a savings goal and has given them motivation to save \$50 -100 each month, knowing that GSS will match \$300-\$600 of the money that they save in a three to twelve month period.

We are thankful for how God has provided daily for Good Samaritan Services and the people we work with each day. Thank you for your ongoing support, you truly are making a difference in your community.

Sincerely,

Amanda Meisenbach
Family Resource Coordinator

Christy Stoltzfus
Family Resource Coordinator



Nurturing a family: Family Building Services

In all we do at GSS, we try to provide support and information to help people succeed. This is especially important for parents who are trying to rebuild their family relationships. Family Building Services (FBS) is designed especially to help families heal past hurts and develop knowledge and understanding so that parenting is a positive and effective experience for the children and adults alike.

Often during times of homelessness and unemployment, parents' nurturing skills give way to other priorities. FBS helps them to re-focus by providing information to help parents understand the developmental stages of their children, and strategies to help them work most effectively with their children. The program also creates opportunities for appropriate activities that will bring the family together and models ways to communicate better with one another. As the Family and Child Specialist, I am also available to attend school or medical appointments if the mother would like.

And we see the results! Parents who have participated in Family Building report that they feel greater confidence in parenting. Our pre and post-assessments indicate that our parents have more confidence in their skills after utilizing Family Building Services. And what's more, the benefits are generational! As their sense of self-esteem increases, we see that parents are able to help their children to develop greater confidence also.

"I enjoys being a parent again!" one mother observed recently. She told us that she finds herself looking at things from the child's perspective more and yelling less. Learning what behaviors are typical for a child the age of hers helped her with this.

Another participant told us that she and her children talk about their feelings more. They now hold regular family meetings and discuss schedules, planning activities and problems, all of which reduces stress and encourages greater positive feelings and trust.

Family Building Services are available to women in the GSS shelter, transitional home and permanent housing. We also have agreements with other organizations such as Milagro House and Homes of Hope to provide services to their residents as well. This last year twenty-six families including sixty children were served.

It is a pleasure for me as the Family and Child Specialist to meet these families. I have felt welcomed and that my support is appreciated.. Like all moms, these moms want the best for their families. It is an honor to help them rebuild healthy family systems.

Sincerely,

Kathleen Scott
Family & Child Specialist





Appreciating the Impact of Gifts Received

"Christ has no body now on earth but yours; no hands but yours; no feet but yours. Yours are the eyes through which the compassion of Christ must look out on the world. Yours are the feet with which He is to go about doing good."

—Theresa of Calcutta

Sometimes I am asked what I like about working in the field of non-profit development, and indeed, the question might give one pause. The challenges of funding programs that have been growing exponentially over the last decade is a tall order. But what I love about the work I do is seeing how together with our staff and the caring response of the communities we serve, we are able to find and make the best possible use of the resources available in our community. There are few things so energizing as being part of an effort to bring our collective gifts to bear on a problem, and to see how our efforts make things better. This is the great joy of helping to develop the programs and resources of Good Samaritan Services.

The names on these pages don't tell much, but the resources GSS has received include gifts of time and support from all of the people and many organizations listed in this report. And the results, while enumerated here as impact statistics, can hardly be quantified. How can we ever fully fathom the value of what doesn't happen to a family as they are helped to steer clear of an episode of homelessness? And, too, how can we possibly imagine all of the good things that result in a family coming into a deep understanding of how God's love has protected them when they receive shelter, food and clothing when their lives have bottomed-out?

Each of us has gifts. Each of us has a unique set of skills and abilities which if put to the purpose of helping others can change the face of the earth. And so, when asked how it feels, doing development for a growing non-profit, above all I need to say that I feel grateful, knowing that I am not doing this alone! I am part of a vast network of people who care. Together we are making a difference in the lives of hundreds of people in our community. Therefore, above all, I must say thank you! Thank you to all who have opened your hearts and shared your time and treasure with us.

I am deeply grateful to be a witness to all the care, passion and energy which our efforts at Good Samaritan Services have received.

Sincerely,

Kathryn Maleney

Development Director





Nourish and Beyond: Remaining Mobile in the Jobs Market

A moment that stays with me from my early days with Good Samaritan Services involves the Nourish Mobile Market. That day, the trailer was parked on Main Street, where I was visiting the men working for Nourish to get to know them better. There I gained an understanding of the job program, its functions, and how it relates to these men and the organization. I watched as Rodney and Al greeted many of the customers by name with a cheerfulness that you wouldn't normally see in a store. They talked to the customers, laughed with them, and enjoyed the relationships that the job gave them. It was uplifting to watch both of them chat with a regular customer, a little girl who came to buy an apple almost every time they were at Main Street. The mirth she showed while eating her apple and laughing with the workers was contagious. It was heartwarming for me to realize that the program was about more than just the men and the organization; it was about the community and building relationships that help overcome hardships.

The past few months with Nourish has been dynamic. We recently hired Alicia, our first Nourish employee from our Ephrata shelter. She is training to handle our ordering, invoicing, vendor relations, and other duties. Because of the distance involved, Alicia isn't normally on the truck, but she does hop on when we are in Ephrata. When not on the truck, her time is spent on the computer and providing phone support for the program. She has been a quick study, and her support for the team is greatly appreciated.

Our program wouldn't be as successful without the businesses that help us in many different ways. The Phoenixville YMCA not only provides local produce, but also houses our trailer during off hours and allow us to use their facility to keep the trailer powered. Both Pfizer and QVC have been providing fresh produce almost every week for us to offer on the truck. We also recently began receiving produce from the Renaissance Academy. This spring we also began a partnership with Allan Meyers; they have offered to take over handling the maintenance of the truck and trailer. They have been a tremendous help to us, replacing both air conditioner units and the generator on the trailer, which has been a huge contribution in keeping the Nourish staff working and the job program going.

The committee behind Nourish recognizes that our organization has increased and we are always looking for ways to improve and increase our job program. We are looking to the future be sure that our program meets the needs and potential of the times. We are excited to look for optimal solutions to be sure that our job program stays relevant to the times and our economy. We are blessed by all of the support we receive and we appreciate our customers, partners, and our employees for helping make a difference in our community and making Nourish work.

Warmest Regards,

Keith Fritz
Operations Manager


Your local, healthy market



LANCASTER COUNTY STATISTICS

RESIDENT IMPACT

Total # of People Served	165 women and children (Permanent Housing Services, 112; Shelter & Transitional Housing, 53)
Employment	75% of residents found employment
ROI	For every dollar donated, residents earned \$2-\$3 of income
Housing - Women's Shelter	12 residents moved from Shelter to Permanent Housing
Housing - Permanent Housing Services	6 families graduated from the PHS Program
Family Building Services	68 Women & Children participated
Mentorship Program	31 residents participated
Matched Savings Program	\$1,200 awarded
Microfinance Program	\$3,500 awarded

COMMUNITY IMPACT

Volunteer Support	300+ have served at GSS - Lancaster County
GSS Cares	5 families in crisis received financial assistance
Community Education	20 speaking engagements

QUALITY OF SERVICES

Commitment to Excellence	90% of residents reported that they were treated with compassion and respect
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SPIRITUALITY

Development of Faith	100% of residents surveyed stated that their faith developed while at GSS
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INCOME & EXPENSES

Please visit www.goodsamservices.org for our most recent Audited Financial Report and IRS form 990.

A copy of the official registration and financial information of Good Samaritan Services, Inc. may be obtained from the Pennsylvania Department of State by calling toll-free within Pennsylvania: 1-800-732-0999. Registration does not imply endorsement.



CHESTER COUNTY STATISTICS

RESIDENT IMPACT

Total # of People Served	177 (Permanent Housing Services, 96; Emergency Shelter, 57; Transitional Housing, 24)
Employment	58% of residents found employment
ROI	For every dollar donated, residents earned \$2-\$3 of income
Housing - Men's Shelter	14 residents moved from Shelter to Permanent Housing, 12 men provided with Affordable Housing
Housing - Permanent Housing Services	6 families graduated from the PHS Program
Mentorship Program	64 residents participated
Matched Savings Program	\$3,000 awarded
Microfinance Program	\$4,870 awarded

COMMUNITY IMPACT

Volunteer Support	300+ have served at GSS - Chester County
GSS Cares	18 families in crisis received financial assistance
Community Education	10 speaking engagements

QUALITY OF SERVICES

Commitment to Excellence	90% of residents reported that they were treated with compassion and respect
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SPIRITUALITY

Development of Faith	90% of residents surveyed stated that their faith developed while at GSS
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SPECIAL THANKS TO ALL OF OUR DONORS & SUPPORTERS

We value all of our donors. Due to space restrictions, only donors who gave over \$100 are printed in this report.

CHURCHES

Akron Grace E.C. Church
 Alive Church Ephrata
 Bethany United Church of Christ
 Blainsport Mennonite Church
 Brownback United Church of Christ
 Calvary Lutheran Church
 Calvary Lutheran Church Women
 Carpenter Community Church
 Central Presbyterian Church
 Church of the Good Samaritan
 Cocalico Community Church
 Conestoga Homes for Christ SS
 Covenant Presbyterian Church
 East Chestnut Street Mennonite Church
 East Cocalico Church of the Brethren
 Express Church (YMCA)
 Fairview Evangelical Presbyterian Church
 First Baptist Church of Kennett Square
 First Presbyterian Church of West Chester
 First United Methodist Church
 Forks of the Brandywine Presbyterian Church
 Frazer Mennonite Church
 Grace Evangelical Lutheran Church
 GraceCrossing Community Church
 Grove United Methodist Church
 Helping Hands Sunday School Class
 Hempfield Church of the Brethren
 Holy Trinity Lutheran Church of Ephrata
 Hope United Methodist Church
 Hopewell United Methodist Church
 Kinzers Mennonite Church

Lutheran Church of the Good Shepherd
 Maple Grove at Atglen Sewing Circle
 Maple Grove Mennonite Church
 Mellinger Mennonite Church Circle of Love
 Mennonite Home Communities, Oreville Chapel
 Messiah Evangelical Lutheran Church
 New Holland Mennonite Church
 Petra Church
 Pilgrims Mennonite Church
 Ranck's United Methodist Church
 Reformed Presbyterian Church
 Rossmere Mennonite Church
 Salem Evangelical & Reformed Church
 Sandy Hill Community Church
 Second Presbyterian Church
 St. Ann Parish
 St. Basil The Great Women's Fellowship
 St. John's Center United Church of Christ
 St. John's Episcopal Church, Compass
 St. John's Evangelical Lutheran Church
 St. Joseph's Church
 St. Paul Evangelical Lutheran Church
 St. Peter's Episcopal Church
 St. Peter's Pikeland UCC
 St. Philip The Apostle Church
 St. Vincent United Church Of Christ
 Tel Hai Chapel
 United Methodist Church of West Chester
 Upper Octorara Presbyterian Church
 Valley Forge United Methodist Church
 West End Mennonite Fellowship

Westminster Presbyterian Church
 Women's Association of Upper Octorara Church
 Worship Center

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 DG Marketing LLC
 Diocese of Harrisburg
 Double Agency
 Downingtown Library
 Draggin Wagons Car Club
 Eden Bridge Foundation



ENB Money Management Group
 Endy Technologies, Inc.
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WHY WE EXIST

Mission

Good Samaritan Services gives immediate help to people who are experiencing homelessness, and helps those at risk of becoming homeless, by restoring their lives to stability. We engage the community to support these efforts.

Vision

To play a leading role in our community in ending and preventing homelessness.

Values

Our Christian FAITH is the central to all we do at GSS. We draw on COMPASSION to respond to the needs of individuals and families in crisis with GENEROSITY. To make a lasting impact we work in PARTNERSHIP with individuals and community groups; exercise thoughtful STEWARDSHIP over the resources we have been given, and express GRATITUDE for all the help we receive and share.

Recognizing that the excellence of our organization is the result of the CHARACTER of our staff and Board, and that positive change in the lives of those we serve and in our organization is encouraged by OPTIMISM, we nurture a culture that encourages TEAMWORK to bring about the best results for program participants, staff and the community as a whole.

Serving Lancaster and Chester Counties

→ goodsamservices.org

PHOENIXVILLE MEN'S SHELTER

PO Box 551
Phoenixville, PA 19460
T 610-933-9305

EPHRATA WOMEN'S SHELTER

PO Box 756
Ephrata, PA 17522
T 717-733-3395

CHESTER COUNTY PERMANENT HOUSING SERVICES

1516 Olive St.
Coatesville, PA 19320
T 610-380-1360

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616 N. Lime St.
Lancaster, PA 17602
T 717-394-7707

→ goodsamservices.org

✉ info@goodsamservices.org

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Good Samaritan Services has been awarded the PA Association of Nonprofit Organizations (PANON) Seal of Excellence for successfully completing the Standards for Excellence certification program.

