The positive impact we have here at Good Sam never ceases to amaze me. We are a unique organization, consisting of a spectrum of services and programs that allow us to walk alongside with each individual and family we serve. Through each step of their journey, whether it be from our emergency shelters to transitional housing, to permanent housing services; men, women, and families are empowered throughout the entire process. We offer our participants financial stability and family strengthening services which ensures care doesn't stop as soon as the immediate needs are met. We're in it for the long haul, making sure they have the correct tools and resources on hand to lead them back to stability.

This past year, we were able to have a positive impact on nearly 400 men, women and children across Lancaster and Chester Counties. It takes a tremendous number of partners, staff, volunteers, donors and supporters to accomplish this. I want to personally thank the many people who have invested their time, talents and resources to advance the mission of Good Samaritan Services. We position ourselves to quickly respond to the urgent needs of individuals and families in our communities who are facing homelessness, and then continue to support and empower them once they're safe.

As you read this annual report, I hope you are able to have an even clearer understanding of our incredible impact and how your support truly does change lives. Together, we are making a very real difference in our communities.

Sincerely and with thanks,

Nate Hoffer
Chief Executive Officer, Good Samaritan Services

Transformation is a word continually used and seen throughout our programs and within the individuals and families we serve. It is our primary focus and goal at Good Samaritan Services. A transformation can create a sustainable situation and give hope for the future. This is not an easy task, but the Good Sam staff is dedicated to doing just that. This past year we had to transform ourselves as an organization in order to serve more individuals and families and have a greater impact on their lives and within the community.

Over the course of this past year, we have broadened the availability of our Permanent Housing Services program which now allows us to serve both individuals and families. We have made existing programs such as our Microloan Program, the Matched Savings Program, and the Job Training Program available to all qualified program participants. We have brought on new Board Members whose focus is on helping improve the availability of mental health and wellness services. Future efforts will focus on childcare provision, men with families, and the myriad of issues that impact who we serve.

Overall this challenging fiscal year has resulted in incredible progress with our transformation of Good Samaritan Services. We now offer a full continuum of programs and services, which enables us to encourage more participants’ transformation to stability than ever before.

God bless you, keep the faith and keep pluggin’!

John Torres
Board Chairman
OUR IMPACT DURING THE 2018 – 2019 FISCAL YEAR | 7/1/18 – 6/30/19
Updated: July 2019

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.
Throughout the year, Good Sam encountered over 400 individuals and families in need of help. Through our wide spectrum of services, we can meet them right where they are and empower them to take positive steps forward in their stories. Here are just a few stories of the families and individuals we helped this past year.

**Ephrata Women’s Shelter:**

**AMBER** – Amber’s family was on the verge of homelessness, about to be evicted with no place to go. Amber decided to make the move to Lancaster, Pennsylvania with her five year old son and only two bags of clothing. For over four years she bounced from place to place. There were many attempts to get back on her feet, and yet challenges with transportation, permanent housing, and full-time work kept knocking her back down. After a particularly difficult work situation, she received her final eviction notice. With no place to go, Amber called our Emergency Shelter in Ephrata in December of 2018. She met with Hannah, our Resident Director for our Ephrata Women’s Shelter, for an intake interview and was approved a few days later. She and her son moved into the Emergency Shelter mid-December with everything she could fit into her car. It was hard decision for Amber, but in January she decided her son would go live with her mother while she got a better handle on things. For months she worked hard and made a plan. She is currently going to school three days a week, is our House Manager at the Ephrata Shelter, and is working part time as a professional care-giver. Her son is now living with her full time! It’s a lot of work, but Amber has been empowered and is willing to do it. Read more about Amber’s story on our website!

**Phoenixville Men’s Shelter:**

**BRAD** – Brad came to Good Samaritan in February of 2019. After being laid off from his job in steel working, living for a few years with an unstable roommate, and later being hospitalized for a severe case of pneumonia, Brad desperately needed a place to live. He found Good Samaritan Services online and had heard from a few friends it was a good place to be. Brad said he knew Good Sam was the perfect fit for him when he came in for his interview during a bitterly cold day with no gloves on, our Resident Director, Rich Baxter, took notice and gave the gloves right off of his hands and gave to Brad. Experiencing firsthand how Good Sam and the staff are composed of this kind and compassionate heart, he felt safe staying in our emergency shelter, and later our transitional housing. Over the past few months, Brad has participated in our job training program where he learned how to develop a resume, interview skills, and listening skills. He is currently working the graveyard shift at a supermarket in maintenance, with the intent of finding a job in his skill set of steel working again. Brad says that because of Good Sam, he now has peace of mind and through the positivity of the staff and participants surrounding him, he feels hopeful for the future.

**Permanent Housing Services:**

**JULIERIS** - Julieris has been working with Good Samaritan Services since the Fall of 2017. She was originally residing in another Lancaster shelter and looking for housing of her own before her first baby arrived. Throughout her time here at Good Sam, she has faced many barriers to overcome including mental health, domestic violence, and instability with her employment. She has proven to be incredibly strong and resilient, and worked hard to now be stably housed in an affordable housing partnership with East Chestnut Mennonite Church. She is now employed, using skills from Good Sam’s Family Strengthening Services enabling her to be a wonderful mother to her two sons and has even secured a vehicle through our Wheels of Hope program making it easier for Julieris to get to and from work. Through the wide spectrum of our services, we have been able to provide Julieris with the care and assistance she needs to thrive and lead a life to stability.
OUR DONORS & SUPPORTERS

SPECIAL THANKS TO ALL OF OUR DONORS & SUPPORTERS

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

CHURCHES
Akron Grace E.C. Church
Alive Church Ephrata
Bethany United Church of Christ
Bible Fellowship Church of Ephrata
Bainsport Mennonite Church
Brownbacks United Church of Christ
Calvary Lutheran Church
Calvary Lutheran Church Women
Carpenter Community Church
Central Presbyterian Church
Christ Church of the Valley
Church of the Good Samaritan
Conestoga Homes for Christ SS
DOVE Westgate Church
East Chestnut Street Mennonite Church
East Cocalico Church of the Brethren
Ephrata, Holy Trinity Lutheran Church of Express Church (YMAC)
Fairview Evangelical Presbyterian Church
First Baptist Church of Kennett Square
First Presbyterian Church
First Presbyterian Church of West Chester
First United Methodist Church
Forks of the Brandywine Presbyterian Church
Frazer Mennonite Church
Good Shepherd Community Church
Grace Evangelical Lutheran Church
GraceCrossing Community Church
Helping Hands Sunday School Class
Hempfield Church of the Brethren
Hope United Methodist Church
Hopeland United Methodist Church
Sunday School
Hopewell United Methodist Church
Journey Church
Lampeter Church of the Brethren
Latta Memorial Presbyterian Church
LCBC Ephrata
Mount Calvary Lutheran
New Life In Christ Fellowship Church
Otterbein United Methodist Church
Parksdale United Church of Christ
Petra Church
Pilgrims Mennonite Church
Rancocas United Methodist Church
Heavenly Hashers
Reamstown Church of God
Rossmere Mennonite Church
Salem Evangelical & Reformed Church
Sandy Hill Community Church
Second Presbyterian Church
St. Ann Parish
St. James Roman Catholic Church
St. John's Center United Church of Christ
St. John's Episcopal Church, Compass
St. John's Evangelical Lutheran Church
St. John's United Church of Christ
St. Joseph Church
St. Joseph Roman Catholic Church
St. Paul Evangelical Lutheran Church
St. Peters Episcopal Church, Inc.
St. Peter's Evangelical Lutheran Church
St. Peter's Pikeland UCC
St. Vincent United Church of Christ
Tel Hai Chapel
United Methodist Church of West Chester
Upper Octorara Presbyterian Church
Vineyard Community Church
West End Mennonite Fellowship
Westminster Presbyterian Church
Women's Association of Upper Octorara Church

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Eden Bridge Foundation
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Estenshade Farms and Mills
Estenshade Foundation
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Everson - Mennonite Foundation
Everence Finance
Exelon
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Owen J. Roberts Education Foundation
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INDIVIDUALS

YourCause, LLC
Wellspan Health
Webtek
Wells Fargo Philanthropy Fund
YourCause, LLC

2019 Annual Report
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

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President, Employee Benefits, Simkiss & Block
John Torres, Chairman
Retired, Lockheed Martin
Simon Brain, Vice Chair
VP Finance & Admin., Amuneal Manufacturing Corp.
Stephanie Vermillion, Secretary
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Ray Brubaker
Community Representative
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Kathryn Maloney, Development Director
Keith Fritz, Chief Operating Officer
Willeen Yoder, Chief Financial Officer
Ashley Eager, Development Coordinator
Rick Harris, Maintenance Manager
Christine Stoltzfus, Events Coordinator
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Hannah Miller, Resident Director
Emily Neff, Resident Advocate
Mandy Principato, Resident Advocate
Juliana Dudley, Program Coordinator
Marla Buck, Program Coordinator
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Lancaster County
Janette Clay, Program Coordinator
Jaleen Leon, Program Coordinator
Amanda Meisenbach, Family Resource Coordinator
Katelyn Monañez, Family Resource Coordinator
Christy Stoltzfus, Family Resource Coordinator
Kathleen Scott, Family Specialist & Education Coordinator
PHOENIXVILLE OFFICE
Timothy Barr, Resident Director
Richard Baxter, Resident Advocate
Benjamin Reinchner, Resident Advocate
Gina Bissett, Program Coordinator
HOUSE MANAGERS
Steven Andrews, House Manager
Dale Lavaland, House Manager
Rodney Miller, House Manager
Emanuel Sibert, House Manager
Moreh White, House Manager
Julia Bambauer, House Manager
Alicia Emper, House Manager

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