

ANNUAL REPORT 2023





Good Sam's Unwavering Commitment

In the ever-changing and challenging landscape of social services, Good Sam has not only weathered change but has emerged stronger, more expansive, and deeply rooted in our commitment to compassion.

From our humble beginnings, Good Sam has blossomed into a recognized and respected regional non-profit, now spanning five locations across two counties and touching the lives of 300 men, women, and children daily. Our impact has rippled through communities, offering assistance and support to those experiencing homelessness and poverty on an unprecedented scale.

Yet, amid the whirlwind of progress, it is crucial to highlight what remains unaltered—the beating heart of Good Sam, pulsating with an unwavering commitment to respond compassionately. It is this consistency that sets us apart and fuels our passion to serve.

What fills us with the most profound sense of accomplishment is the continuity of our approach. Our mission has not swayed; our heart posture remains unchanged. We are not merely an organization but a living testament to the teachings of Jesus—an embodiment of compassion without judgment, without criticism, and without reservation.

As we look to the future, we are not just anticipating growth in numbers but an expansion of the love and compassion we extend to everyone we encounter. We are excited about the prospect of adhering to Jesus' directive—to respond to those in need with an open heart, embracing the inherent dignity of every person.

Nate Hoffer, MBA
CHIEF EXECUTIVE OFFICER



The Breadth and Depth of Good Samaritan Services Truly Transforms Lives

I have had the pleasure of serving as a member of the Board of Good Samaritan Services for nearly five years and am continually amazed at the way in which Good Sam evolves to meet the needs of those who are experiencing homelessness or who have poverty-related challenges.

Good Sam's growth over the years is truly amazing. The organization began by providing emergency shelter for 15 men, and now, 300 men, women, and children are served every day by Good Sam staff and volunteers, through emergency shelter, transitional and permanent housing support, financial coaching, job support and, most recently, wellness coaching.

When asked why Good Samaritan Services is successful in its mission, I reply that it's the breadth and depth of its service, fueled by the compassion of its staff, volunteers, community and business neighbors, and donors. Good Sam sees the holistic needs of those who have lost or may be close to losing their home...who are overwhelmed by the challenges of poverty...and finds a way to meet those needs. Good Sam also values the power of creating relationships with the men, women and children who are served, knowing that trust and mutual understanding also help to transform lives.

The Board of Good Samaritan Services is currently working on a strategic plan that thoughtfully, carefully, and purposefully increases the "breath and depth" of service – not just by adding more facilities to serve more people, but by also recognizing the ever-evolving and increasing needs of those experiencing homelessness and poverty, and how we can support them. We have embarked on the strategic review with the greatest appreciation for all of Good Sam's leaders and staff, and for every person, family and community partner that donates time, resources and funds that allow Good Sam to continue to serve.

Thank you for your financial support and your prayerful support, enabling Good Samaritan Services to continue to evolve, serving our neighbors in Lancaster and Chester Counties anywhere and everywhere along their journey from crisis to stability.



Ashley came to Good Sam with her two young children after escaping a domestic abuse situation. During her stay in our emergency housing, she felt blessed to have the gift of time to work on her goals. This included arranging daycare for her children, applying for food benefits, securing employment, and obtaining transportation. Ashley also successfully completed our matched savings program, using the additional funds to cover her car inspection and insurance. This ensured that she maintained reliable transportation to take her children to school and for her to get to work. Ashley's progress has been remarkable, and she has since transitioned into our affordable housing, marking a positive step towards stability and independence. would like to thank Good Sam for making me believe in myself again, and for helping me be a better mom to my kids.

Over the past year significant growth has happened at Good Sam to expand our services to meet the unique needs of each community we serve. While our long-term goal is to provide consistent services in each location, our short-term goal is to expand our services, one demographic at a time.

We continue to see a growing need for Emergency and Transitional housing for two-parent families. We currently do not have any Good Sam housing that addresses this need, so we had to be creative! In Lancaster County, we are able to serve two-parent families by housing the mom and children in our Emergency Housing for women and children, and the dad in the Emergency Housing for Men, which are just a few blocks away. While it's not ideal to be separated, it gives us a present-day solution to serve both the parents and the children, providing stability, case management, and place to call home in the meantime.

Another way we have pivoted this past year has been to serve single dads and their children in Emergency and Transitional Housing. In Chester County, we converted one of our homes to accommodate three dads and their kids. It's been incredible to watch fathers caring for their kids, meeting their goals, and finding stability along the way.

Finally, in April of this year we celebrated the opening of our Kennett Square Emergency and Transitional Housing, making this our fifth location! This property and home were given to us by the family of Margaret Valentine who served this community for the last 30 years. Good Sam is committed to continuing the work and impacting the Kennett community by serving men facing homelessness.

Each community we serve faces their own unique challenges, and we are committed to finding ways to meet those needs and love our neighbors, which is only made possible by the generosity of our Good Sam partners.







Christy Hambrick & Melissa Horst
DIRECTORS OF PROGRAM

Transforming Lives Through Time, Trust, and Relationships

Homelessness doesn't happen overnight, which means it can't be fixed overnight. It's often a generational issue where the cycles and patterns of each previous generation are repeated, never having seen parents or grandparents overcome barriers. Because of this, it takes time to help a participant move from crisis to stability, and at Good Sam we can give them that gift of time. This is critical in establishing new norms and achieving goals, maybe for the first time in their lives!

What makes this possible is **relationship**.

There are many social service organizations in our communities working tirelessly to make an impact on the lives of our neighbors in need. While each organization has its own purpose, it can be overwhelming for someone experiencing homelessness to have multiple caseworkers from a variety of organizations, a long list of goals, and multiple weekly check-ins. On top of that, each of these caseworkers is working independently of each other, creating a siloed approach to care. It also doesn't allow for much of a relationship to be formed or for trust to be established.

That's what makes Good Sam unique from other organizations—a holistic approach including having one resource coordinator (caseworker) throughout their entire time in the program. This allows participants to develop a relationship and build trust with their resource coordinator, which is crucial to making progress and hitting goals. It creates a safe environment for not only empathy and care, but for tough conversations too. This may be the first time someone in our program has had an advocate who believes in them and believes they can achieve their goals.

Providing a program that eliminates multiple caseworkers and multiple meetings has made it possible for our participants to focus on achieving their goals. With Good Sam's approach, participants can focus on the areas that will have a lasting change on their lives—their job, their families, and their own mental health. When a participant graduates the program, they join our alumni program which gives them continued access to the same resource coordinator who will check in with them regularly, giving them the support they need to continue to live productive, stable lives.





Income: \$2,717,384

Cash Donations \$1,186,788 Noncash Donations \$196,388

\$240,000

Grants



Fundraising

Program Fees

\$235,379

G009

This allows for flexibility in our program that creates unique opportunities to serve more people and ensure they receive personalized, effective care. This also means we rely primarily on support from our communities to continue serving our communities.

Expenses: **\$2,777,012**







transforming lives per **person** per **day**

Good Sam's growth has allowed us to serve more efficiently than ever. For just \$28 per person in our program, per day, we can provide life-changing services to help them move from housing crisis to stability.



Please visit 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.

July 1, 2022 - June 30, 2023



HOURS OF CASE MANAGEMENT 14,400



RENTAL ASSISTANCE **PROVIDED** \$157,707



MEALS PROVIDED 72,000+ meals



MICROLOANS APPROVED \$15,400



MATCHED SAVINGS AWARDED



PEOPLE WHO COMPLETED CONTINUUM

18



PERSONAL DEVELOPMENT **GROUPS & WORKSHOPS** 300 Hours



WINTER SHELTER 95 individuals served



WINTER SHELTER

1,818 nights of shelter provided



WINTER SHELTER AGE RANGE SERVED 18-82



COUNSELING PROVIDED 560 hours



TOTAL # OF DONORS 1,169



This fiscal year we served the most men, women, and children in Good Sam history!





CHANGE EMPOWERING CHANGE

Good Sam's Personalized Program to Reach Long-term Stability

Homelessness is a complex issue often misunderstood and stigmatized. Good Samaritan Services is a transformative program that effectively helps our participants find long-term stability. Our program meets people in need at whatever stage of homelessness and poverty they may be experiencing. We do this by first helping with their physical housing either by bringing them into one of Good Sam's homes in Emergency Housing or by offering rental assistance in Supportive Housing to keep them in their own places. Good Samaritan Services then offers each participant a unique and individualized set of goals that walks the participants through each needed step of the program: Winter Shelter, Emergency Housing, Transitional Housing, Affordable Housing, and Supportive Housing.

Good Samaritan Services focuses on empowering our participants to reach their goals and gain stability, challenging the common misconception that homelessness is a choice or the result of laziness. Battling homelessness and poverty is in fact incredibly difficult to overcome and is much more than finding a job or giving up an addiction. While those 2 steps might be necessary, Good Sam helps our participants achieve more than 18 Program Benchmarks to go from crisis to stability.

In the past fiscal year, our program assisted 96 participants in Winter Shelter, 148 in Emergency Housing, 70 in Transitional Housing, 30 in Affordable Housing, and 338 in Supportive Housing. Through our holistic approach, we prepare participants for long-term stability by addressing their entire situation of poverty and homelessness. Our Resource Coordinators provide assistance with finding employment, accessing benefits and identification documents, securing reliable transportation, arranging consistent childcare, and offering financial guidance to increase income, reduce debt, and encourage savings. Additionally, our counseling services help participants heal and build resilience, addressing their mental health needs.

Every participant is on their own unique journey, so every path to stability also needs to look unique. Our approach guides individuals through the entire experience of homelessness and poverty, ensuring personalized support to help those in crisis achieve long-term stability. Together, we have the power to make a significant impact and assist individuals in breaking free from the cycle of homelessness and poverty.





HANNAH MILLER
CHIEF PROGRAM &
IMPACT OFFICER

The First Year

The Counseling Program at Good Sam was created to provide mental health services to participants who otherwise encounter difficulties in accessing treatment. We have provided counseling services to men, women, children, couples, and families in both Chester and Lancaster Counties. Our goal is to overcome barriers such as insurance limitations, transportation, and waitlists that often prevent individuals from accessing care. This year we have offered a range of services including individual counseling, group therapy, crisis intervention, mental health screenings and assessments, behavioral health support, psychoeducation, couples counseling, and referrals to community support. In our first year, we've successfully met the program's objective of offering in-house counseling to 50-75 participants. We have provided counseling to 82 participants, consisting of 40 women, 33 men, and 9 children/adolescents, totaling 560 hours, 452 sessions, in all five of our locations.

Participants report symptoms of anxiety (51%) and depression (37%), and over half (57%) find it difficult to access mental healthcare in the community. Additionally, 72% of participants at Good Sam report experiencing a traumatic event and one out of three (33%) participants report experiencing domestic violence. Furthermore, offering education to improve staff understanding of healthcare and mental health access ensures the seamless continuation of care for participants. This plays a pivotal role in maintaining uninterrupted healthcare management for participants requiring ongoing treatment(s).

In this first year, we have seen impressive results. Participants who received counseling for at least three months experienced significant reductions in anxiety (53.3%) and depression (35.4%) symptoms. The program's commitment to addressing the barriers of accessing mental health care through in-house counseling, trauma-informed training, and community awareness has yielded positive outcomes for both participants and employees.

Unexpected Clinical Findings

Making the decision to seek counseling is a courageous and positive step towards growth and healing. I am honored each time I meet someone, and they trust me with their stories, allowing me to be part of their journey in finding healing and hope. My areas of focus include trauma-informed care, cognitive behavior therapy, person-centered approach, and strength-based perspective. Occasionally, participants seek prayer and faith exploration. Most meaningful moments for myself this year have been as a witness to watching others recognize their identity and value in Christ. I have witnessed participants moved to tears as they begin to accept their worthiness in Christ. It is a holy experience watching Christ restore someone from the inside out before my eyes. Bible verses that continue to resonate, guiding a holistic approach, "Love the Lord your God with all your heart, with all your soul, with all your mind, and with all your strength" (Mark 12:30) and "...trust in the Lord with all your heart and lean not on your own understanding..."



Kristin M. Lapp, MSW, LCSW
LICENSED THERAPIST



experienced significant reductions in symptoms of anxiety



72%

Reported

experiencing

traumatic events

Depression had been a constant companion for Craig, often keeping him in bed for days on end and making it challenging to hold down a job.

During one particularly dark period, Craig's girlfriend ended their relationship and asked him to move out of their shared apartment. With nowhere to go, Craig felt completely lost and even contemplated ending his own life.

But then, something wonderful happened – Craig found his way to Good Sam. He moved into our emergency housing, started having regular sessions with our in-house Licensed Therapist, and his life began to transform in incredible ways.

Without Good Sam, I honestly don't think I'd be here on Earth anymore. I have hope in life again.

- Craig

Thanks to the support of our donors, we can provide not only life-changing, but in cases like Craig's, life-saving care to our neighbors who find themselves at their

lowest points.

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Bethany United Church Of Christ

Bethel AME Church Of Kennett Square Bethel United Methodist

Blainsport Mennonite Church Blue Ball Church Of The Brethren Brickerville United Lutheran

Church Brownbacks United Church Of Christ

Calvary Lutheran Church Carpenter Community Church Centennial Evang. Lutheran

Christ House Church Church Of The Good Samaritan

Conestoga Homes For Christ SS Doe Run Presbyterian Church

East Chestnut Street Mennonite Church Ephrata Bible Chapel Ephrata Church Of The Nazarene

Evangelical Lutheran Church Of St. Michael The Archange

Express Church (YMCA)

Fairview Presbyterian Church First Baptist Church Of Kennett Square First Presbyterian Church Of West Chester First United Methodist Church Forks Of The Brandywine Presbyterian Church

Gracecrossing Community Church

Grace Evangelical Lutheran

Green Tree Church Of The Brethren Grove United Methodist Church

Hamorton United Methodist Church

Hinkletown Mennonite Church Lord's Fair Share Hope United Methodist

Church Hopeland United Methodist

Church Hopeland United Methodist Church Sunday School Hopewell United Methodist Church

Journey Church

Middle Creek Church

Kendal Monthly Meeting Kennett Square Presbyterian

LCBC Ephrata London Grove Monthly Meeting Lutheran Church Of The Good Shepherd

Middle Creek Church Youth Group New Life Fellowship

New Story Church North Clinton Church

Otterbein United Methodist Jan's Circle Of Friends Our Mother Of Perpetual Help

Petra Church

Pilarims Mennonite Church Pleasant Valley Mennonite Church

Reformed Presbyterian Church Salem Evangelical &

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Church St. Andrews Evangelical Lutheran Church

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Swamp Christian Fellowship Tel Hai Chapel

The Church Of Jesus Christ Of Latter Days The Toughkenamon

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Church Vineyard Community Church

Willowdale Chapel Women's Association Of Upper Octorara Church Worship Center

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WHO WE ARE

Mission & Vision

Good Samaritan Services compassionately responds to homelessness and poverty through a unique and personalized approach to empower our neighbors to move from housing crisis to stability. We engage the community to support these efforts. Serving over 650 men, women and children annually across Lancaster and Chester Counties, our vision is to see and serve all those who may be overlooked as we are called in the Parable of the Good Samaritan.



OUR PROGRAM

Our unique program allows us the flexibility to meet people at any stage of a housing crisis, work with them on a personalized success plan, and support them through their journey to stabilty.

