If you’re in one of our office buildings long enough, you’re likely to hear the words “adaptability” and “responsive” being used by staff. We place a lot of value in Good Sam being adaptive and responsive to the growing and changing needs of the communities we serve across Lancaster & Chester Counties. Homelessness is a complex issue, and it requires a flexible and customized approach to each situation. Regardless of where an individual or family is in their journey towards stability, Good Sam has countless programs and services that are able to meet them where they are and help them succeed.

It is because of this approach that over the past fiscal year we have served more people and provided more assistance than ever before. We’ve provided shelter and housing services to over 400 men, women and children, nearly a 50% increase over the prior year. The 25,000 nights of shelter and housing we provided was more than ever before, due to us adding programs in order to reach more people in need. We provided over $300,000 in direct aid (rental assistance, food, supplies), representing a 120% increase over the prior year. And the outcome of all of this is remarkable: nearly 250 people recovered from their period of homelessness and achieved housing stability!

All of this is made possible by your generous support of Good Sam. Thank you for believing in our life-changing ministry. And I am delighted to see our community of supporters growing. This year we had 237 people make a donation to Good Sam for the first time.

We will continue to challenge ourselves to grow and increase our impact. Thank you for placing confidence and trust in our work.

God bless you!

Nate Hoffer
Chief Executive Officer

The Annual Report this year will reflect a challenging year, with the effects of the pandemic lasting far longer than expected. In spite of the pandemic, Good Sam has been able to increase both the depth and breadth of our services. Thanks to the ingenuity of our staff, we were able to offer a homeless shelter to men, women and children in Ephrata this winter. Thanks to Allan Myers Corporation, we started offering virtual mental health support to our program participants and GSS staff during this stressful time. Thanks to The Worship Center in Lancaster, we were able to purchase a building in Ephrata which will provide eight new beds of affordable housing for participants leaving our shelter programs. Good Sam has also been able to respond to the increased demand for rental assistance and personal services due to the wonderful response of our supporters, who recognized the fact that funds would be hard to come by in traditional ways this year and have responded most generously.

The Development Staff and Committees have worked with individual donors, foundations, and companies to develop new approaches which allowed us to meet our fundraising needs while maintaining safe conditions at our shelters and office buildings and at events like the Taste of Phoenixville.

A special thanks goes out to our supporters and to our operations and development staff. God has blessed our mission with many challenges and the opportunities to overcome them. There are so many who have made this possible that it has to be God’s work, as He touches the hearts and minds of those who are able to contribute. May He bless all those who have helped Good Samaritan Services uplift and transform the lives of so many this year. As we like to say, onward and upward, more challenges await.

John Torres
Chairman of the Board
Good Samaritan Services is growing, expanding, and evolving to better serve our participants and our communities despite the challenges of this past fiscal year. Throughout this fiscal year our Shelter and Residential Services have expanded our Emergency Shelter, started new programs, and established all of our services across both Chester and Lancaster Counties. As COVID-19 caused the needs in the community to grow, Good Sam saw a call to action to serve more people and do more with our services and that is just what we did!

In December of 2020, Good Samaritan Services expanded our services available in Ephrata, PA and started a brand new Winter Shelter program! For the first time, Good Sam was able to serve women and men through our Shelter programs in Lancaster County. Our Winter Shelter program operated from December 1st through March 15th and was able to serve 41 men and women, offering 781 nights of shelter to those individuals. This program gave us the opportunity to see many people who had been experiencing homelessness for months or some even years. They indicated that previously they had not been, but that they were now open to receiving help and referrals. Some of our Winter Shelter participants were able progress through our other Shelter and Residential Services, some were able to find housing directly from the Winter Shelter, but the greatest mention is that one of our participants accepted Jesus into his life! Overall we had an incredibly successful first year for the Winter Shelter program and are excited to continue this program in our community.

Not only were we able to grow our services in Ephrata but we doubled our Emergency Shelter capacity in Phoenixville in May of 2021. With the need for more shelter beds in Chester County, Good Sam was able to use our current resources to double our Emergency Shelter beds from 7 beds to 14 beds. We did this by converting 2 of our Transitional homes into Emergency Shelter. With the help of our partners in the community, we are now able to help more people and get them into independent housing faster than ever.

Good Sam has even more exciting additions coming as we recently just purchased another home in Ephrata in which we will be offering an Affordable Housing Program to our participants in Ephrata. This is also very exciting because Good Sam has offered our Affordable Housing Program in Chester County, and with this new property will officially be able to offer this program in both Chester and Lancaster Counties!

With all of these exciting expansions we are so grateful for the support of the community throughout these difficult seasons of COVID. We have seen great growth but it is only because of our donors and supporters.

Hannah Miller  
Chief Program Officer of Shelter and Residential Services
It might be surprising to think of this COVID-19 impacted year as a season of transformation and growth. This year Housing Support Services (HSS) served 86 families, more than doubling the number of families served last year. Seventy percent of our families successfully completed services. HSS also expanded services to provide for diverse family compositions, as well as various levels of financial needs. We admitted our 1st single male in October 2020, 1st two adult families with children in December 2020 and our 1st single dad with children in May 2021. We were adaptable to the increased financial request needs of the community due to COVID through offering one time Emergency Relief Fund for rent/utilities, our Eviction Prevention Funds and Rehousing Fund. Through the generosity of our donors, funders and community partners, no one was turned away without some level of service.

This season afforded HSS the opportunity to develop a pilot program for covid-related unemployed single mothers. We initiated a partnership with Chester County Opportunities Industrialization Center (OIC), Family Service of Chester County and Orion Communities Inc. From there we coordinated services to support 12 families to return to the workforce and stabilized housing. In addition to the array of services that HSS provides, the families received skills and training assessments, job coaching, assistance with job placements, weekly support from a mom’s support group and a 16 week Getting Ahead Course made possible by an Impact Grant from The Fund for Women and Girls and a generous donation from the Chester County Women’s Commission.

The COVID – 19 Pandemic caused our communities to unite, uplift and help one another. We are only as strong as the commitment we demonstrate to each other. Housing Support Services was able to increase the numbers of families served by providing access to opportunities not just to survive, but to thrive with the assistance of our beloved communities.

Cheryl Miles
Chief Program Officer of Housing Support Services
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.

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Alive Church Ephrata
Bethany United Church of Christ
Blainsport Mennonite Church
Brownbacks United Church of Christ
Calvary Fellowship Church
Calvary Lutheran Church
Carpenter Community Church
Centennial Evang. Lutheran Church
Church of the Good Samaritan
East Chestnut Street Mennonite Church
East Calico Church of the Brethren
Ephrata Bible Chapel
Episcopal Church of The Trinity
Express Church (YMCA)
Fairview Evangelical Presbyterian Church
First Presbyterian Church of West Chester
First United Methodist Church
Forks of the Brandywine Presbyterian Church
Grace Assembly of God
Grace Evangelical Lutheran Church
Grace Crossing Community Church
Green Tree Church of the Brethren
Grove United Methodist Church
Holy Trinity Lutheran Church of Ephrata
Hope United Methodist Church
Hopewell United Methodist Church
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Journey Church
LCBC
Lancaster Church of the Brethren
LCBC Ephrata
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Mellingers Lutheran Church
Middle Creek Church of the Brethren
New Life Fellowship
Otterbein United Methodist Church
Petra Church
Reformed Presbyterian Church
SaLEM Evangelical & Reformed Church
SaLEM Lutheran Church
Second Presbyterian Church
St. Ann Parish
St. Davids (Radnor) Church
St. John’s Center United Church of Christ
St. John’s Evangelical Lutheran Church
St. John’s United Church of Christ
St. Joseph Church
St. Paul’s Baptist Church
St. Peter’s Pikeland UCC
St. Vincent United Church Of Christ
Swamp Christian Fellowship
Tel Hai Chapel
United Methodist Church of West Chester
Upper Octorara Presbyterian Church
Vineyard Community Church
Worship Center
Zion’s Reformed Church

EDUCATIONAL INSTITUTIONS

Phoenixville Area School District
The Hill School

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Matthew 25 Thrift Shop
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Pennsylvania Riding Club
Pilot Club Of Valley Forge
Knights Of Columbus No. 1374
The Woman’s Club of Ephrata
United Way of Chester County
A FULL SPECTRUM OF SUPPORT

*Numbers represent number of individuals served in programs

*Housing Stability represents number of individuals who have completed our programs and are now in independent stable housing.

Your support has enabled us to provide hundreds of thousands of dollars of support, thousands of hours of case management, and so much more to the individuals and families in our care. These numbers are because you chose to support Good Samaritan Services in the work we do. We are so thankful not only for your support, but for the opportunity to live out our Christian calling by serving those in need with compassion and grace. THANK YOU.
I give to Good Samaritan Services because

I was given hope when I needed help so I give now so Good Sam. can provide hope to others in need.

-Judy

#Support
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.

Addressing the needs of individuals and families overcoming homelessness in Lancaster and Chester Counties.

(888) 477-0025  goodsamservices.org  info@goodsamservices.org

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

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