ECHO is a non-profit in Leesburg, Virginia that offers lifelong support for adults with disabilities. We provide skill building, job placement and transportation. Our services empower individuals to be active members of the community.

Our Mission:
To empower individuals with disabilities to achieve their optimal level of personal, social and economic success.

• Established in 1974 to offer vocational training, community integration, and comprehensive, individualized employment. ECHO provides services from our Leesburg, Virginia facility, as well as on-site at businesses throughout Northern Virginia.

• Trained staff provide:
  • Employment (Group and Individual Supported Employment)
  • Day Support (Community Integration and More Intensive Medical Support Needs)
  • Transportation

ECHO provides our business partners with customized business solutions, including:
• Accessible and responsive points of contact
• ECHO handles hiring, training, quality control and management of the work team
• A range of business services, including:
  • Dishwashing
  • Document Management
  • Packaging/Kitting
  • Mailroom Management
  • Sorting/Tagging
  • Grounds Maintenance
  • Fulfillment
  • Customized Solutions

Please call (703) 779-2100 or visit www.echoworks.org/solutions for more information.
On Behalf of the ECHO Board of Directors, I am pleased to provide you with our Fiscal Year 2017 Annual Report. Your support of ECHO is making an impact: We served more adults with disabilities than in FY16 despite the headwinds we’re facing from changing regulations, rising costs and reduced reimbursements from our traditional funding sources.

Since 1974, ECHO has provided vocational training, community integration and disability employment in the Northern Virginia area. We have adapted to change over the years and we are fully committed to continue to change in order to fulfill our mission. Our dedicated staff work tirelessly to ensure that each and every participant in ECHO’s multifaceted services are empowered to achieve their optimal level of personal, social and economic success.

In FY17 it became clear that ECHO needed to step up in a big way to ensure the mission survived:

• Our community worksite partner relationships needed to strengthen and expand opportunities.
• Our fundraising efforts needed to significantly increase in size and scope.
• Our service offerings needed to expand and pivot to adapt to changing regulations.

ECHO made great progress on all of these imperatives in FY17 but the work is not done. Our dedicated Board of Directors and passionate staff are committed to continue these efforts in FY18 and beyond.

Thank you to all our business partners, staff, families, donors, Board Members and volunteers. Your dedication to the people we serve at ECHO is meaningful and appreciated.

Sincerely,

Paul Donohue, Jr.
CEO, ECHO
ECHO IMPACT REPORT | FY2017

ABOUT ECHO

ECHO is a nonprofit that offers lifelong support for adults with disabilities. We provide skill building, job placement and transportation. Our services empower individuals to be active members of the community.

Our Mission: To empower individuals with disabilities to achieve their optimal level of personal, social and economic success.

» ECHO was established in 1974 to offer vocational training, community integration, and comprehensive, individualized disability employment. ECHO provides services from our Leesburg, Virginia facility, as well as on-site at businesses throughout Northern Virginia.

» ECHO provides Day Support Services, Training Services and Employment.

IMPACT

With our community’s support in 2017, we:
• Served a total of 201 individuals with disabilities
• Opened a new employment site
• Drove over 352,578 miles with our fleet
• Launched Individualized Supported Employment

151 Donors

201

176

189

176

189

201

Group Employment 138

Group Employment 150

Group Employment 148

Day Support Program 23

Day Support Program 24

Individual Supported Employment 12

Medical Program 15

Medical Program 15

Medical Program 15

FY15

FY16

FY17
ECHO

» Provides lifelong services, for as long as an adult wants to stay with ECHO
» Enables families to continue working, thereby contributing to the tax base and economic vitality of the region
» Overcomes the transportation barrier for adults with disabilities
» Provides a positive social impact on the community and within local business environments
» Provides a safe, supportive, welcoming place for individuals with disabilities
» Supports the experience of earned self-esteem and the dignity of a paycheck
» Provides participants with community integration and social interaction
» Provides competitive, quality professional business services to local businesses

PROGRAMS AND SERVICES: DAY SUPPORT

ECHO’s Day Support Programs blend in-house and community integration opportunities for individuals who are not currently pursuing employment as the main focus of their day.

» **Community Integration**: Brings a higher level of community involvement and a more diverse array of skills training and activities. Seeks to enhance daily living, safety, communication, decision-making, self-advocacy and awareness skills.

  * **LIFE**: For individuals with higher behavioral support needs working on life skills.
  * **LIFE2**: For individuals that want to explore employment, with a focus on vocational skills.

» **Medical Program**: Person-centered, comprehensive support for individuals with significant support needs. Goal is to maintain and enhance an individual’s physical, cognitive, social and emotional abilities to result in an optimal quality of life.

» **ECHO Training Academy**, A Day Support Service designed to maximize the employment potential of the individual.
  * Launching in 2018
  * Assessment and training lab
    * Computer Technology
    * Construction/Industrial
    * Processing/Production
    * Customer Service
    * Business/Marketing
ECHO believes in the dignity of earning a paycheck. We strive to find meaningful employment opportunities suitable for each individual’s capabilities, interests and desires.

» **Group Supported Employment**: Individuals work in small groups with on-site support, currently with 14 businesses in the local community. Benefits include opportunities to try a variety of work, daily training, and community access. Todd Laverty, Shared Resource Manager of Fly Facility and Media Prep at our partner Janelia Research Campus of the Howard Hughes Medical Institute, comments, “ECHO employees care about their work and enjoy coming to work every day. Who doesn’t love that? They put a smile on my face, enlighten many others on campus, and the ECHO program is a fantastic way of giving back to community.”

» **Individual Supported Employment**: A Job Coach assists an individual with the entire employment process. The Job Coach provides supports including job discovery, application process, interview skills preparation, on-boarding, job shadowing, job training, one-on-one support, and long-term support as-needed. Individuals are hired directly by the community partner.

» **Work Center**: A unique opportunity for employment for some individuals, with an alternative employment setting for individuals with higher behavioral support needs and/or higher medical support needs.
TRANSPORTATION

ECHO is focused on modernizing our fleet, a critical component of our services to the community, in the coming years. ECHO provides daily transportation to and from a participant’s residence and worksite, allowing opportunities for employment and community involvement. Our numerous vans and small buses, many of which are wheelchair accessible, transport approximately 130 program participants. ECHO is now a Logisticare provider which allows individuals funded by Medicaid Home and Community-based waivers to use our transportation. ECHO also contracts with the Loudoun County Department of Family Services to provide transportation. We are planning to grow our transportation services in the years to come.

In FY17:

- 352,578 miles driven
- 3 new buses added
- 2 new bus routes added
- 142 participants transported daily

FY2017 HIGHLIGHTS

Rotary Club of Dulles International Airport Donated Generously to ECHO

Jim Church, President of the Dulles Foundation Club of the Rotary Club of Dulles International Airport presented ECHO with a significant check to support individuals with disabilities. The donation came from proceeds of the Club’s Opportunities Open Golf Tournament as well as from the German Armed Forces Command Beer Night. The Golf Tournament will again take place at River Creek Club in Leesburg on Monday, October 1, 2018.

ECHO Undertook Successful Advocacy Efforts with Loudoun County Board of Supervisors

In 2017 ECHO staff, participants and other community members asked the Loudoun County Board of Supervisors to remember them when the board made its budget votes. Alyson, the self-proclaimed “ECHO Spokeswoman” and a long-time ECHO participant, testified on the need for additional funding, stating, “Hello my name is Alyson. I have had many jobs over the years including the YMCA Rec Center, Wegman’s, and Day Care Services. The last four years I have been with ECHO at Good Shepherd in Sterling helping needy families. I love the ECHO staff, and I would be lost without them. The staff is always there to support me.” These efforts resonated with the Loudoun County Board of Supervisors, and they approved a $600,000 “critical need” infusion to the Fiscal Year 2018 budget for the Department of Mental Health Services, Substance Abuse and Disability Services for our line of work. This was the first increase in nine years, and the funding enabled ECHO to serve more people with disabilities by enrolling a number of the 28 individuals previously on the wait list.

Please contact Jenifer Liberi at (571) 707-8271 or jeniferl@echoworks.org for information on joining the ECHO Advocacy Team.
**ECHO Launched Individual Supported Employment**

In 2017 ECHO expanded our employment services to accommodate a growing number of individuals from Northern Virginia waiting to participate in our programs by launching Individualized Supported Employment (ISE) to provide assistance to participants by helping them secure employment through coaching, individualized support and training. ISE is a powerful and flexible way to create employment opportunities, to ensure regular employment benefits, provide appropriate and ongoing support and achieve full participation and integration into the workforce and the community at-large.

**Staff Member Karen Russell Retired**

Karen Russell, one of Loudoun’s longest-serving leaders, retired after 40 years of empowering individuals with disabilities with ECHO. The Lovettsville native joined ECHO in 1977. She is a Loudoun Laurel and a long-standing member of the Leesburg Daybreak Rotary Club. She also served in various positions of responsibility on the Loudoun School Board Business Partnership. Her strong relationships and community presence contributed to so many of our current business and community partnerships.

ECHO held a reception to celebrate the lasting impact Karen Russell has had on our community. Speakers included Tony Howard, President and CEO of the Loudoun County Chamber of Commerce, and a representative from Congresswoman Barbara Comstock’s office.

**ECHO CEO Bill Haney Retired**

After 34 years in the position, former ECHO CEO Bill Haney retired. Under his leadership, Bill and the ECHO staff broadened the scope of ECHO’s client base and community service significantly. He left ECHO in a good position, with the organization having zero debt, a positive cash flow, and outright ownership of its facility. Bill’s contributions to ECHO cannot be understated enough.

**Two ECHO Partners Won SourceAmerica 2016 Awards**

In May 2017 the U.S. Department of Transportation Eastern Federal Lands Highway Division (DOT EFLHD) and REHAU North America were presented with SourceAmerica Awards, the former at the DOT EFLHD offices in Sterling, Virginia and the latter in front of a crowd of 500 at the SourceAmerica National Achievement Conference in New Orleans. These awards recognize organizations which support the employment of people with disabilities. ECHO’s contract with DOT EFLHD provides a number of services including mail delivery, reception, and fleet management. Our contract with REHAU North America provides shredding and assembly. These long-standing ECHO partners won two out of ten awards available to a network of about 800 Non-Profit Agencies.
**ECHO Won 2017 Community Steward Award**

ECHO was named winner of the 2017 Community Steward Award at the Leesburg Business Awards ceremony. This award celebrates a business or organization that actively contributes its time, talent and resources to community improvement efforts. This category recognizes Leesburg businesses or organizations that go beyond the daily routine of their work to reach deeper into the Leesburg community to assist others.

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**ECHO Tennis Classic Breaks Record**

The 2017 Annual ECHO Tennis Classic fundraiser in its 22nd year was our best ever, raising about $50,000. Thank you to GEICO, Blossom and Bloom Thrift Shop, the Nino R. Vaghi Foundation, Fairhaven Homes, REHAU North Americas, Bruce and Judy Tria, The Lewin Family, On the Banks and so many other sponsors for their support. Proceeds were well-used to improve our fleet of vehicles to transport participants to jobs, training and community integration programs and to bring in additional clients.

This year’s ECHO Tennis Classic will be held Saturday, June 23, 2018 at Ida Lee in Leesburg. Please help us reach our goal of $75,000 by sponsoring or playing in the Classic. View sponsorship opportunities or register today at https://echoworks.org/tennis.

Please contact Erica Lengermann at (571) 707-8248 or erical@echoworks.org for information on volunteering as part of ECHO’s Ambassador Team.

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**ECHO’s Megan and Ryan Nominated for Inova Loudoun’s Peach Award**

Megan and Ryan of ECHO were nominated for Inova Loudoun Hospital's Peach Award for their positive attitude, excellence and energy, attention to detail, compassion and caring, and helpfulness. The Intensive Care Unit nurses and staff who nominated Megan and Ryan wrote, “Megan and Ryan are a joy to work with and we look forward to their cheery smiles and “thumbs up” every day! They do an excellent job delivering the mail and have shown reliability and can’t thank them both enough.” We are proud of our participants and our long-standing partnership with Inova Health System.
Aramark is a prime example of one of our business partnerships which employs people with disabilities. In fact, the Aramark staff recently celebrated the contributions of ECHO participants at the Sterling Oath campus with a cake and certificates. “We are thrilled to partner with ECHO. Before partnering with ECHO we struggled to find reliable, engaged utility staff. The ECHO staff is not only reliable but friendly, warm and engaged in everything we do. They inspire both management and our front line associates to work harder and stay positive. Their smiles each day motivate our entire team and our guests…In July we completely changed our food service model. The ECHO team took the change in stride and were not only flexible but sought new ways to increase efficiency and productivity. Their support helped us successfully transition and provide seamless customer service to our guests.” - Kirsten Fleming Markovich CMP, Food Service Director, Aramark, Business Dining, Oath.

Aramark also celebrated ECHO January Customer HERO of the Month Stephen Prutzman, Site Supervisor for the Aramark ECHO crew at the Oath Campus. Kirsten commented, “Stephen is a bright light in our kitchen every day. He is warm, approachable, patient and kind. He is a true asset to our team and works with each individual associate to help them through challenges, correct when needed and add an element of fun to their day. We are so lucky to have Stephen at our location and could not ask for a more caring and responsive partner.” Thank you, Aramark!

**ECHO’S IMPACT OVER THE YEARS: Greg Masters**

Greg came to ECHO over ten years ago, as a former CEO whose life changed forever after surviving a car crash and subsequent stroke. Greg has worked in increasing capacities at ECHO’s U.S. Department of Transportation Eastern Federal Lands Highway Division (DOT EFLHD) contract in Sterling, Virginia. He credits employment for learning to walk again, regaining speech, and becoming an increasingly valued team member, having been promoted several times and now providing leadership to others. Greg attributes his quality of life to ECHO.

Debra Steward, Contracting Officer’s Representative, U.S. Department of Transportation Eastern Federal Lands Highway Division, adds, “We bring joy to their day and they take pride in their work – it’s a win-win. ECHO has the latitude to develop employees and we support their efforts 100%. I’m not sure what I’d do without ECHO.”

Defying all odds, Greg has achieved his goal of obtaining meaningful employment, and in doing so has earned the respect and gratitude of his co-workers. While Greg is unaware of the full impact of his efforts and attitude, he would delight in knowing he has made a difference in our community. As Greg says, “DOT is a good place to work. I now go out and see someone with a stroke and tell them, “You keep on going it will slowly get better.”
K2M Group Holdings, Inc. is a long-standing ECHO business partner which consistently increases the employability of people with significant disabilities. K2M is a publicly-owned global spinal technologies company whose innovative technologies and techniques are used by surgeons around the world to treat patients suffering from complicated spinal diseases. Our partnership has spanned about ten years and as of September 2017 K2M had positively impacted the lives of 26 individuals with disabilities through employment in an integrated work environment. Moreover K2M has participated in and sponsored ECHO fundraisers, and advocated for a government funding increase for ECHO.

The partnership began when K2M started using ECHO’s mailroom services a number of years ago. In 2015 ECHO participants began bundling kits for surgery and inserting instructions into packages to be sent to surgeons globally. K2M expanded the partnership by adding scanning and indexing in the Quality Control department. These individuals have learned to independently employ a rigorous attention to detail involving medical documents key to regulators. K2M is exploring how to employ additional individuals with disabilities.

Dave MacDonald, Senior Vice President of Operations, K2M, comments, “These folks perform valuable services at K2M and have become an important part of our company. They look forward to coming to work each day. The sense of self-sufficiency and self-worth these individuals gain as a result of our partnership goes a long way toward them becoming viable, contributing members of the Loudoun community. We get the value of their contribution and they get to employ folks and do good work. I don't think enough companies know or think through how they can look at their work requirements and engineer the work so the ECHO people could do it. We were able to match the right kind of work to the service that they can provide. It’s a win-win for us.”

Additionally, in June 2017 K2M sponsored the ECHO Tennis Classic, helping double the funds raised in previous years! In September 2017 K2M employees led by CEO Eric Major cycled in the inaugural Tour de ECHO Cycling Fundraiser, and in September 2017 K2M played in and sponsored the Opportunities Open Golf Tournament to benefit organizations supporting individuals with disabilities, including ECHO. All of these efforts support ECHO's mission to empower individuals with disabilities to achieve their optimal level of personal, social and economic success.
ECHO STAFF HIGHLIGHTS

ECHO HERO OF THE YEAR: Brian Robinson

Congratulations to Brian Robinson, ECHO’s 2016 HERO of the Year, Winner of the Shaun Bevan Cup. Brian was recognized at the March 2017 dinner for his excellence in helping make the mission happen.

Brian Robinson came to ECHO as a Direct Support Professional overseeing the grounds crew nearly four years ago because of a willingness and need to help people. He likes the team aspect of ECHO best – there is always a task that employs two to three people to complete, and there are always people to rely on. He also likes the professional development and learning opportunities ECHO provides – for instance, Brian has attended two SourceAmerica Best Practice Landscaping classes. He has learned a lot each time which he has found useful in applying to his daily work at ECHO. Brian is excited to see ECHO continuing to develop and grow, with professional, engaged staff and participants.

Brian moved here 25 years ago with his parents and lives with his dog Jackson. ECHO is lucky to have Brian as an employee, and others like him who contribute daily to our mission.

ECHO’S LONGEST-SERVING EMPLOYEE: Pat Thomas, Employment Support Specialist

Pat began working at ECHO on September 7, 1977. She has always supervised our clients in the mailroom and taken clients out to work on employment contracts. Pat enjoys working on long-standing mailroom contracts such as Loudoun County Public Schools, the United States Eventing Association, and Mitchell and Co.

Her favorite part of her job is working with people. She loves supporting, motivating, and encouraging participants to be their best and getting to know them and their families. Pat has seen lots of change at ECHO with respect to the jobs, staff and participants and is excited for the direction the organization is going in order to adapt to changing regulations and continue serving individuals with disabilities. As Pat says, “It’s been fun! I see them as people [unfortunately not everyone sees that].”

Pat lives in Purcellville with her two daughters and granddaughter. We thank her for decades of dedication to our community.
FUNDING

Total Expenses: $5,372,686
- Cash and Cash Equivalents: $644,986
- Account receivables: $899,974
- Contributions receivable: $38,081
- Prepaid expenses: $26,140

Net Income

Operation Revenue: $5,470,262
- 47% County Funding
- 25% Medicaid Funding
- 14% Private Contracts
- 7% Charitable Donations
- 4% Other Government Funding
- 3% Miscellaneous Revenue

Ways to Support ECHO

Charitable Donations
- Online at www.echoworks.org/donate
- Via mail to P.O. Box 2277, Leesburg, VA 20177
- One time or recurring

Event Sponsorships
- Annual Sponsorship Programs
- Annual Tennis Tournament takes place every June
- Annual Tour de ECHO cycling event on the W&OD Trail takes place every fall
- Annual Gratitude Dinner takes place every fall

Bequests at www.echoworks.org/donate

In-kind gifts such as vehicles or renovation materials and labor
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