

# ECHO

Empowering Individuals for Life

# ANNUAL REPORT

*Mission | Impact | Engagement | Acknowledgements*



FISCAL YEARS  
2023 - 2024

# LETTER FROM LEADERSHIP



As we enter our 50th year of service, we are pleased to present our FY2023-2024 Annual Report, celebrating nearly half a century of empowering adults with disabilities. At ECHO, our mission to help individuals “achieve their optimal level of personal, social, and economic success” has been the cornerstone of our work—and as we head into this milestone year, that mission is more important than ever.

The past two years tested our resilience. The pandemic erased 72 of the 96 jobs our participants once held. But in the face of adversity, we rose to the challenge with innovation and determination. The creation of our two new social enterprises—The ECHO Barkery and Blue Elegance—stands as a testament to that. These ventures not only restored lost opportunities but opened new doors, showcasing our ability to rebuild and thrive.

By the close of FY24, we had nearly restored our employment, day support programs, and transportation services to pre-pandemic levels. Yet, new challenges such as inflation, labor shortages, and market disruptions lie ahead. ECHO is undeterred. With the unwavering support of our community, worksite partners, staff, and board, we are positioning ourselves not only to meet these challenges but to grow even stronger. Vision 2026, our strategic three-year plan, focuses on elevating the Participant Experience, strengthening Organizational and Financial Health, boosting Community Engagement & Awareness, and enhancing our Facilities. We are eager to share our progress in the years ahead.

On behalf of the individuals and families we serve, we extend our deepest gratitude for your continued support. Together, we will continue to make a lasting impact.

With Gratitude,

A handwritten signature in black ink, appearing to read "Ryan M. Miller".

**Ryan Miller**  
Board President

A handwritten signature in black ink, appearing to read "Paul Donohue, Jr.".

**Paul Donohue, Jr.**  
CEO





## A LITTLE BIT **ABOUT US**

ECHO is a nonprofit organization that offers lifelong support for adults with disabilities. We provide skill building, job placement, day support and transportation. Our services have empowered individuals to be active members of the community since **1975**.

ECHO provides services from our Leesburg, Virginia facility, as well as on-site at businesses throughout Northern Virginia.



# OUR MISSION

The mission of ECHO is to **empower** individuals with disabilities to achieve their optimal level of personal, social and economic success.

Since our humble beginnings, our mission has remained unwavering. While our purpose stays the same, we are dedicated to evolving our services to meet the changing needs of our participants. By embracing new approaches and responding to individual goals, we ensure that our support is as effective, meaningful, and personalized as possible.



# OUR SERVICES

ECHO has been dedicated to providing comprehensive support for adults with disabilities since 1975. Each of our programs utilizes a **person-centered** approach that enables us to tailor our services to meet the unique needs and goals of the people that we support.



## Supported Employment

ECHO specializes in providing valued, meaningful community-based employment designed to maximize each individual's opportunities in accordance with their interests. The individuals work in small groups with on-site support (**Group Supported Employment**) or independently with the as-needed assistance of a job coach (**Individual Supported Employment**). Our supported employment participants are integrated into jobsites across the greater Northern Virginia region.



## LIFE Day Support

The ECHO LIFE (**L**earning, **I**ndependence, **F**riendship, **E**mpowerment) Day Support Program offers general life and employment skills training, providing a space for participants to gain independence and self-confidence. Through a combination of structured group and individual activities, participants enhance skills in daily living, safety, communication, decision-making, self-advocacy, and other areas. Community integration is also a top priority for this program.



## Transportation

Since 1975, we have provided daily transportation to and from a program participant's residence and their worksite. This allows those we serve to have greater opportunities for employment and community involvement. Our transportation system grows with our program services. We now have **23 vehicles**, many of which are wheelchair accessible, that in total average 34,000 miles per month while reliably transporting approximately **121 program participants**.

# ECHO ENTERPRISES



## Blue Elegance

Our team at Blue Elegance transforms raw materials into jewelry, candles, soaps and other personalized crafts and goods. Our products embody the beauty of artistry and the power of inclusion. Every piece we craft tells a story of talent, perseverance, and empowerment.



## ECHO Barkery

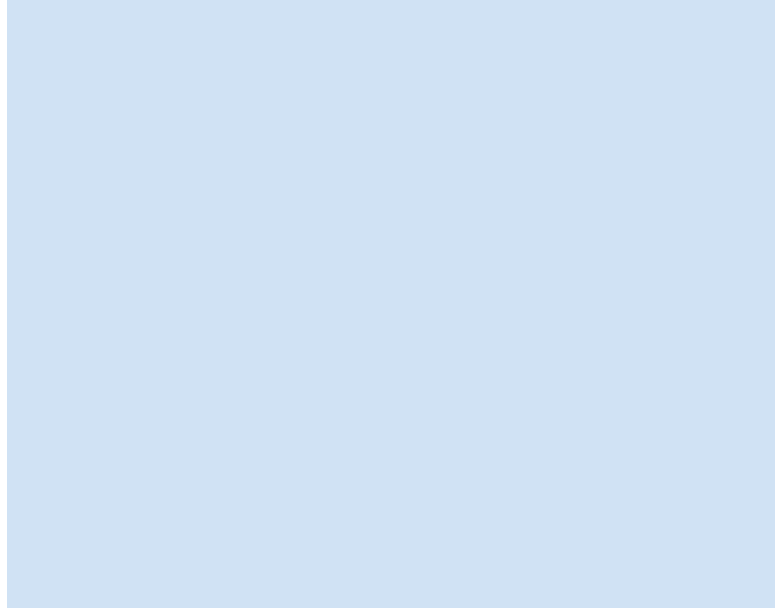
At ECHO Barkery, our team comes together to create handcrafted dog biscuits that warm the hearts of our four-legged friends. Through the love of dogs and the joy of baking, our team fosters a supportive community where friendships are formed, self-esteem is nurtured, and dreams are realized.



## Inclusive Solutions

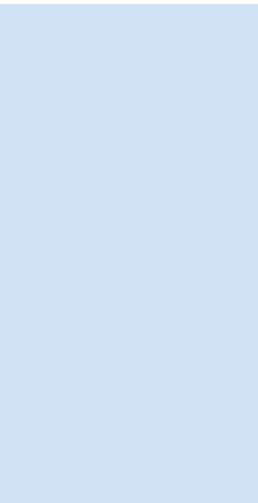
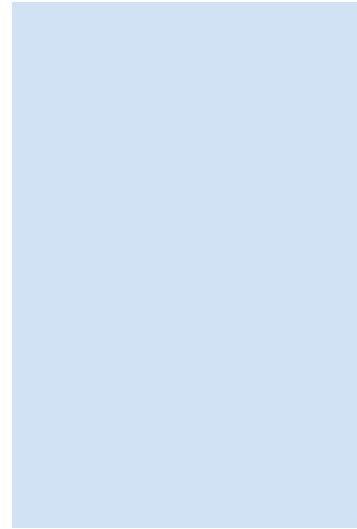
Our team at Inclusive Solutions specializes in business outsourcing processes. We excel at administrative tasks, such as kitting, packaging, sorting, and labeling. We allow our partners to focus on their most pressing business needs, leaving the basics to us!





BIG UPDATES,  
BRIGHT FUTURE.

# WHAT'S NEW AT ECHO





# ECHO EMPLOYMENT

1

We are thrilled to announce exciting recent opportunities for our GSE grounds work crew. Our new job site at **Morven Park** will provide four dedicated positions, allowing participants to develop valuable skills while caring for the beautiful landscapes of this historic venue. Additionally, we are pleased to report the success of our **Janelia Grounds** contract, which is one of three jobsites offered by Howard Hughes Medical Institute: Janelia Research Campus. These initiatives enhance our commitment to inclusion and empowerment while creating more employment opportunities for those we serve. **Thank you, Morven Park and Janelia Research Campus!**

2

Additionally, we'd like to highlight the expansion of our Individual Supported Employment (ISE) Program into **Arlington, Clarke, Frederick, Shenandoah, Warren, and Prince William Counties**. This growth has allowed us to serve **43** active ISE clients, empowering them to secure meaningful employment closer to their homes. By fostering connections with local businesses and providing tailored support, we aim to support our clients on their journey to integrate into the workforce. We are thrilled that these additional partnerships allow ECHO to expand our reach and offer individuals employment opportunities within their own communities.

3

We are also excited to report a significant increase in the employee retention rate among our direct support staff at ECHO, which has been on the rise over the past two years. Our new Employment Support Specialist and Program Coordinator **training programs**, in conjunction with a streamlined **onboarding process**, have played a crucial role in boosting employee retention rates. By providing comprehensive training and support from day one, we are ensuring that staff feel equipped and valued in their roles. This proactive approach not only enhances job satisfaction but also fosters a stronger sense of community within our team.

*"ECHO is a place where individuals are offered the opportunity to thrive, make friends with peers, be out in the community, and experience the dignity of earning a paycheck. Not many places offer that opportunity to the community we serve, but ECHO and its Employment services provide that, with staff that truly cares and works diligently to ensure that the individuals that we serve have all of the support that we can possibly give them."*



**ROBERT REYNOLDS**  
PROGRAM MANAGER





# LIFE DAY SUPPORT

1

Throughout fiscal years 2023 and 2024, we strengthened our community partnerships, both old and new, enhancing the support we provide to our LIFE participants. We are excited to highlight our collaboration with the **Purcellville Library**, which offers engaging STEM exercises for our participants. Additionally, our ongoing partnerships with **Friends of Homeless Animals, A Place to Be**, and the **Loudoun Pet Pantry** have been instrumental in expanding opportunities for meaningful engagement and skill development. These collaborations not only enrich the lives of those we serve but also foster a sense of community and inclusivity that benefits us all.

2

In FY2024, we undertook a significant overhaul of our **intake process**, marking a pivotal step forward for ECHO. This comprehensive redesign aimed to streamline and enhance the experience for both participants and staff. By implementing best practices and dedicating more staffing to the intake process, we have improved efficiency and accessibility. This ensures that individuals receive the support they need more effectively and helps loved ones to better navigate the resources within the Human Services world. This transformation strengthens our ability to serve our community with greater responsiveness and care; we aim to ensure our participants and their caregivers feel supported **every** step of the way.

3

We are pleased to report the success of our recent LIFE Day Support **program participant satisfaction survey**. Data revealed that 50% of respondents agreed, and the other 50% strongly agreed, that they are satisfied with the services they receive at ECHO. Participants also expressed outstanding satisfaction regarding their **safety, accessibility**, the **support** provided by ECHO staff, and the diverse and continuously evolving **opportunities** available to them. These results not only validate our efforts, but also motivate us to continue enhancing our programs and services to better meet the needs of those we serve.

*"Every one of our ECHO program participants brings unique strengths and perspectives that contribute to our success. By empowering each person, we create an environment where everyone can thrive. When effort and progress are recognized and rewarded, it inspires continued growth and collaboration. Together, we can build a community where every contribution is valued, and every achievement celebrated."*

**CHARLA MUFFLEY**

PROGRAM SERVICES MANAGER

# TRANSPORTATION SERVICES



1

In fiscal years 2023 and 2024, we successfully secured **new vehicles** through grants, enabling us to expand our fleet. This enhancement allows us to provide transportation to more participants and job sites, ensuring greater accessibility and support for those we serve. With these new vehicles, we are better equipped to meet the needs of our community and facilitate participation in our programs; we have come a long way since our first vehicle purchase in 1975!

2

We were excited to utilize our fleet in **innovative** ways beyond our standard ECHO operations, further supporting our community partners and enriching the lives of those we serve. This included participating in **Oktoberfest** in Lovettsville, collaborating with a **senior living** facility to transport seniors to various activities, and partnering with the Janelia team to orchestrate a trip to D.C. for a **Nationals game**, creating lasting memories for our participants. These initiatives not only showcase our dedication to serving the Loudoun and Fairfax communities, but also emphasize our mission to empower individuals for life. Through these efforts, we continue to build a more connected and supportive community for everyone.

3

We were able to purchase new **shop equipment** for our vehicle maintenance team, significantly enhancing our capability to care for our fleet. This investment ensures that our vehicles remain in optimal condition, prioritizing the safety and well-being of both our participants and team members. By maintaining a **reliable and safe** transportation system, we can provide peace of mind and confidence to everyone we serve, reinforcing our commitment to their care and support. This focus on safety is essential in allowing us to effectively fulfill our mission and strengthen our community connections. Our wonderful **maintenance team** here at ECHO ensures our fleet remains a reliable service for our program participants and the community at large.

*"The transportation department is a critical service at ECHO, increasing overall access to our participants and their families. We give a sense of peace and comfort to the participant's families and care givers by providing safe and reliable transportation to their loved ones. Our team of drivers continue to go above and beyond in meeting the unique needs of all of our participants. Leading a team of dedicated staff who strive to ensure every trip is safe and efficient is extremely rewarding."*

**KINTA CARTER**

DIRECTOR OF FLEET SERVICES



# BLUE ELEGANCE

*Where creativity empowers*

Blue Elegance reached exciting milestones over the past two fiscal years, including moving into a **new program space** that allows for creativity and production capabilities to flourish. This new space includes a retail area, which we celebrated with a ribbon-cutting ceremony. This was a significant step in bringing our products directly to customers. This new venue not only offers us the ability to showcase our creations, but also strengthens our connection to the community. This growth has allowed us to share our passion for craftsmanship in an efficient and inviting setting.

Blue Elegance had an incredible year in FY2024, **doubling sales** from the previous year while expanding its product offerings. The brand made significant strides in connecting with customers by **attending 16 craft shows**, boosting brand visibility and customer engagement. These events allowed Blue Elegance to showcase its new creations and foster genuine connections with the crafting community. This growth isn't just about numbers; it reflects the love and passion behind every product. We are thankful for the ever-present support from the Northern Virginia community. **Here's to even more wonderful moments ahead!**



"Blue Elegance has grown from a small idea into a thriving part of our organization. With every new step, we're not just expanding the business; we're building a future where ECHO's mission and values come to life through the skill and dedication of this incredible team. The possibilities are endless as we leverage new technologies, innovate, and expand our product portfolio to achieve sustainable growth and create meaningful jobs."

*Howard French*

**HOWARD FRENCH**  
GENERAL MANAGER



# ECHO BARKERY

## *Products with a purpose*

ECHO Barkery is celebrating an incredible period of growth, with revenue increasing by an impressive **53%** in FY2024! This success reflects the hard work and dedication of our team and the support of our community. In FY2024, we sold over **28,000 units**, a significant jump from the 16,500 units sold in 2023. These milestones highlight the growing demand for our quality products and the strength of our mission-driven brand. We're excited to build on this momentum and continue to provide consistent employment for **16 ECHO program participants**- and hopefully more in the future!

Thanks to the outstanding efforts of our dedicated ECHO staff, we're thrilled to announce remarkable growth for ECHO Barkery! Our **wholesale retail** locations have expanded from **20 to nearly 140**, including an increase in Whole Foods Market stores—from 8 to 45 locations. This milestone reflects our unwavering commitment to quality and to building lasting partnerships within our community. We're excited to share our mission and products with even more customers, and we look forward to **reaching new heights** together. Here's to more milestones for ECHO Barkery!



“What inspires me to continue growing on the success of ECHO Barkery is a conversation I had early on with a parent of one of our participants. He shared how meaningful it is not only for his daughter to have gainful employment, but also for them to see her thriving in the workplace. Every payday, she would excitedly open her paycheck at dinner and tell her parents, ‘I’m taking you out to dinner this weekend.’ That moment of pride and joy is what makes all of this so special.”

*Pete Yuska*

**PETE YUSKA**  
GENERAL MANAGER



# INCLUSIVE SOLUTIONS

## *Strengthening your brand.*

In FY2023, we transformed ECHO Business Services into ECHO's third social enterprise: Inclusive Solutions! This journey has been marked by several key milestones, including renaming the business, designing a fresh new logo, and launching a dedicated website. We **improved turn times by 30%** through an overhaul of our production layout, creating collaborative workspaces, and streamlining processes. Additionally, we have actively socialized our value proposition across the business community, sharing our commitment to inclusivity and quality.

Inclusive Solutions has made significant strides by onboarding **four new clients** with recurring business and welcoming back projects from EIT. Another valued partner, CIS Secure, utilizes our **agile production capabilities**, allowing us to quickly scale from hundreds to thousands of boxes weekly. Johnny Saycocie, a Shipping Technician at CIS Secure, recently expressed appreciation for our support during their busiest time of the year. Additionally, Thousand Oaks Barrel Co. partnered with Inclusive Solutions. We take care of their **labeling and kitting**, allowing them to focus on crafting their products.



We provide services that address business challenges around time, space, and focus. We enable businesses to focus on core competencies and strengthen their brand. ECHO's mission of empowering our participants to achieve their optimal levels of success is a cornerstone of our services. With an array of positive testimonials from our partner companies, the pride we take in our work is evident. When you hire Inclusive Solutions, you are helping to create employment opportunities for those we serve and support.

**ADAM MAHMUD**

PROGRAM MANAGER



## ECHO'S **BIG DAY OUT:** *Our favorite new addition*

ECHO's Big Day Out is a celebration for our participants and a tribute to the mission that we embarked on nearly 50 years ago. This major celebration came to fruition for the first time in ECHO history in the spring of 2023. We celebrated again together in 2024, and are proud to announce that Big Day Out is here to stay. We are going to continue singing, dancing, and laughing the day away every year, creating memories that participants and staff alike will never forget.



# BIG DAY OUT: UNLEASH THE FUN



*"ECHO's Big Day Out is the **best** day ever!"*  
-Ashley L.

## THANK YOU!

We are grateful for our wonderful sponsors and volunteer base for making our Big Day Out events a success.

Thank you to **Spin City Productions** for faithfully providing DJ and photo booth services for our events.

A huge shoutout to **Skipper Films Productions** for donating your time and skills, allowing us to relive this day again and again!



## WANT TO SEE US IN ACTION?

Click below to view our 2023 and 2024 Big Day Out videos. You won't regret it!

**2023** • **2024**



# GUARDIAN TESTIMONIALS

“Our beautiful Nanda has always been a very hard-working young lady; however, it wasn't until she was accepted to ECHO that she knew she could choose a job she liked or learn a new one. It is a matter of pride for her and for us that she feels so happy, and productive. We are so grateful for the respect and attention she receives at ECHO; she never experienced this at the places she worked before. Thank You!”

**-Pilar Vasquez-Lunt**



“My daughter, Katrina has been attending ECHO since her early 20’s working at different job sites that fall under the umbrella of ECHO from corporate jobs to health care to thrift stores. She worked on multiple sites for many years in Group Supported Employment until she was unable to manage them anymore as medically, she needed more assistance. Not only did ECHO have a place for her to transition to (Life Day Support), but they created a plan that allowed her to continue to feel empowered and satisfied in what she was doing in that program. ECHO is a second home to Katrina; she has all her friends there, and staff that she has known for years who have always treated her with respect and admiration and make sure safety protocols are in place. As a mother, I have been able to attend multiple functions from holiday parties to outdoor picnics, so have seen firsthand how Katrina interacts with her peers and the staff. She is known and knows everyone and continues to look forward to going to ECHO on the transportation that is provided with drivers and aides that she greets with enthusiasm and eagerness. She is happy to be part of this amazing second family.”

**-Tina Ciambuschini**



“Our daughter has been with ECHO since fall of 2020 and absolutely loves working at the Barkery and sometimes on other projects. She always talks about her job with such pride and dedication...She is happy and fulfilled at her job: what else can we ask for? Thank you, ECHO staff and management, for creating such successful programs and a great environment for our children!”

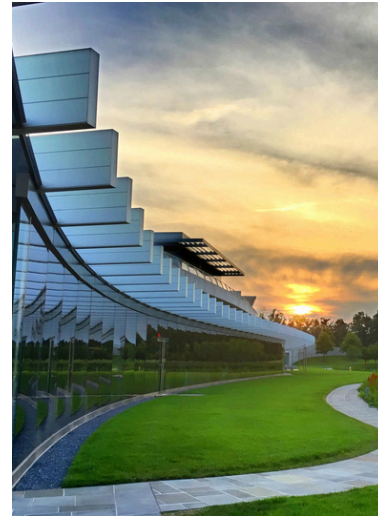
**-Sara Adkins-Blanch**



# COMMUNITY TESTIMONIALS

“Since 2016, the ECHO team has consistently gone above and beyond to help advance our scientific mission. Their unwavering dedication and commitment embody our core values, and each and every ECHO member fosters a positive work attitude that we all cherish. Thank you, ECHO team, for your incredible efforts and for being such an integral part of our success.”

**-Ron Vale,**  
**HHMI Vice President & Executive**  
**Director of Janelia Research Campus**



“Over the years we have developed a partnership with ECHO Inclusive Solutions and we are extremely pleased with the results. In our industry business can be unpredictable, but with each change, ECHO Inclusive Solutions has met our needs, and performed outstanding work day in and day out. Great employees and a great support staff make this a successful partnership.”

**-David Faliskie, President &**  
**CEO, EIT**

“View of Heaven Farm has been thrilled with the success of our partnership with ECHO. The farm's mission is to create employment opportunities for the neurodiverse and physically disabled, and our ECHO crew makes it easy to fulfill our mission. The crew comes with a well trained, dedicated supervisor who seamlessly integrates her crew into the day to day tasks that are required to be completed on the farm. All administrative paperwork, training, payroll, and benefits are handled by the team at ECHO; allowing us the ability to focus on the farm. Additionally, ECHO provides transportation for the team between the worksite and the ECHO facility. This is a lifeline for our farm which is located in the westernmost portion of the county and is beyond the limits of public transportation. And the fact that our ECHO team gets to start and end their day socializing at the ECHO facility, which is a boon to their mental health, is icing on the cake. Thank you, ECHO, for being there for your participants and for the community at large. You are invaluable to View of Heaven Farm and to us all!”

**-Katie Conaway, View of Heaven Farm**



# PARTICIPANT TESTIMONIALS



## **Isabel C.**

### Group Supported Employment

Isabel is a dedicated participant in ECHO's Group Supported Employment (GSE) program. She thrives on learning new skills at various job sites and takes great pride in her work. Isabel is a natural leader, often guiding her peers and lending a hand where needed. She's especially fond of her time on the grounds crew, where she can be seen putting in hard work and enjoying every moment with her friends. Now, Isabel is pursuing clearance to work on ECHO's longest-running contract with the FAA, a goal that speaks to her commitment to her role at ECHO. She likes coming to work at ECHO every day and also enjoys her well-deserved days off!

## **Michael A.**

### Individual Supported Employment

Michael is a client in ECHO's Individual Supported Employment (ISE) program, where he works at Manhattan Pizza two days a week, folding pizza boxes with care and precision. His favorite part of the job is creating tall stacks of boxes, an accomplishment he takes great pride in. Through his work, Michael feels a sense of maturity and growth, as he's learning to plan ahead and develop valuable skills for his future. He has a great relationship with his ECHO job coach, sharing his fun personality with us when they meet. His role at Manhattan Pizza has given him confidence and a strong sense of independence, qualities he carries with him in all he does.



## **Woody V.**

### LIFE Day Support

Woody is a cherished participant in ECHO's LIFE Day Support program, and he embodies the spirit of independence and positivity. Living on his own, Woody approaches his daily chores with a cheerful attitude, demonstrating his commitment to maintaining a tidy home. At ECHO, he brings joy to music therapy sessions and showcases his impressive math skills in the money management group. Woody has been a participant with us for nearly 20 years, and he frequently shares how he is excited to be a part of ECHO for the rest of his life. His friendly nature has helped him form lasting friendships within the ECHO community.



# COMMUNITY ENGAGEMENT: KINDNESS IN ACTION



## *Big Day Out Volunteers*

We are incredibly grateful to our network of volunteers who dedicated their time and energy to make our first two Big Day Out events a resounding success. By running games and activity stations, our volunteers helped create a day of joy, laughter, and connection for our participants and staff. This cherished event would not be possible without their enthusiastic support, and we appreciate each volunteer for diving in, letting loose, and sharing in the fun. Thank you for helping bring this unforgettable experience to life and for being such an essential part of the ECHO family!



## *Marriott Luncheons*

We would like to highlight the Washington Dulles Airport Marriott team, who have spent the past two summers with us at ECHO, bringing delicious food and their warm hospitality to our staff and participants. Their generosity and enthusiasm have made these days truly special, creating moments of joy and connection that everyone looks forward to each year. The cookouts have become a cherished highlight, and we are grateful for the Dulles Marriott's commitment to supporting our ECHO community and making these gatherings unforgettable.



## *Sparkling Support*

A huge thank you goes out to You've Got Maids of Northern Virginia, whose generous team volunteered multiple staff members to give our facility a thorough, top-to-bottom deep clean! Their hard work and attention to detail left our space sparkling, creating a refreshed and welcoming environment for everyone at ECHO. We are so grateful for their dedication and generosity in supporting our mission and helping us maintain a comfortable, clean facility for our staff and participants. Thank you, You've Got Maids of Northern Virginia, for making a difference with your support!

# COMMUNITY ENGAGEMENT: NEW VENTURES



## ECHO HELPING HANDS

Our new volunteering initiative, ECHO Helping Hands, kicked off in the summer of 2024. ECHO Helping Hands (EHH) is a team of volunteers who have a mission of enhancing the lives of adults with disabilities. Our group of motivated adults helps ECHO participants engage in the community, experience new activities, and have some fun! We are thankful for those who have dedicated their time to ECHO thus far and look forward to adding to our team in the new year!

## 2023 BUSINESS PARTNERSHIP AWARD SOURCEAMERICA

### ECHO BARKERY

ECHO Barkery was honored to receive the SourceAmerica Business Partnership Award, recognizing our commitment to creating meaningful employment opportunities for adults with disabilities. This prestigious award celebrates partnerships that drive inclusive employment. Winning this award is a testament to the hard work and dedication of our employees, as well as our shared vision of a world where everyone has the chance to reach their optimal level of success.



## 2023 INNOVATIONS AWARD TOWN OF LEESBURG

### ECHO

ECHO was thrilled to receive the Innovations Award from the Town of Leesburg, recognizing our swift, adaptive response to the challenges of the pandemic. When faced with closures, we prioritized reopening quickly to serve our participants and created three social enterprises to secure employment opportunities for those we support. This marks a proud achievement in our journey toward a more inclusive community.



# COMMUNITY ENGAGEMENT: GENEROUS GIVING

## MAJOR GIFTS

We extend our heartfelt gratitude to our top donors and grantors for their incredible generosity and unwavering support over the past two years. Your contributions have made an extraordinary impact, allowing us to expand our programs, enhance our services, and reach more individuals in need. Thanks to your partnership, we're able to continue our mission and create meaningful, lasting change in our community. On behalf of everyone at ECHO, thank you for making our work possible and for being such a vital part of our story.

***Claude Moore Charitable Foundation***  
***100Women Strong***  
***Blossom and Bloom Shop, Inc.***  
***KOVAR Corporation***  
***Amazon Web Services***  
***Christopher & Dana Reeve Foundation***  
***Loudoun County Social Collective***  
***Mr. David and Mrs. Elizabeth Fleming***  
***The TJX Foundation, Inc.***  
***Mrs. Pilar Vasquez-Lunt***  
***Howard Hughes Medical Institute***  
***The Nino Vaghi Foundation***

***TTM Technologies***  
***Bank of Charles Town***  
***Mr. Mark J. Fontaine***  
***Mr. Eric and Mrs. Lara Major***  
***The Koonce Foundation, Inc.***  
***Mr. Ryan and Mrs. Mindi Haywood***  
***Backflow Technology, LLC***  
***Rotary Club of Dulles International Airport***  
***Insperty***  
***Mr. Ed and Mrs. Donna Patchett***  
***First Citizens Bank***  
***Loudoun Elks Lodge #2406***

The grantors and donors above accounted for nearly **one-fifth** of our FY2023 and FY2024 total contributions.

# 19.6%

## RECURRING SPONSORS

We are immensely grateful to the companies who have consistently sponsored our major events in fiscal years 2023 and 2024. Your commitment not only strengthens our programs but also enhances each event, creating memorable experiences for our participants and amplifying our impact. Your ongoing support is instrumental in helping us fulfill our mission. Thank you for standing with us and for being champions of our cause—we couldn't do it without you!

***Backflow Technology, LLC***  
***First Citizens Bank***  
***Fortessa Tableware Solutions***  
***Howard Hughes Medical Institute***

***TTM Technologies***  
***Toth Financial***  
***You've Got Maids***  
***View of Heaven Farm***

# COMMUNITY ENGAGEMENT: EMPLOYMENT PARTNERS

We are grateful for our Community Partnership Sites for their support in providing meaningful work opportunities for those we serve. Their commitment not only helps foster a more diverse, inclusive workforce, but also supports ECHO's mission of empowering individuals with disabilities to reach their optimal level of personal, social, and economic success. Their dedication not only transforms lives, but also inspires a deeper understanding of the strength that comes from embracing differences, making our community a richer, more compassionate place for everyone.



U.S. Department  
of Transportation



## **THANK YOU FOR BELIEVING IN OUR POTENTIAL.**

# FUNDING SNAPSHOT

## SUPPORT & REVENUE

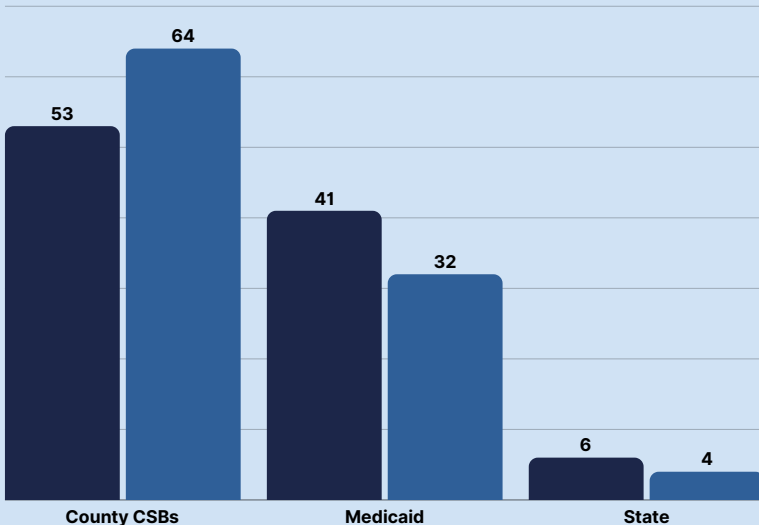
Sources	FY2024	FY2023
Public Support	\$893,428	\$883,089
Employee Retention Tax Credit	-	\$827,704
Participant Funding Revenue	\$4,384,138	\$4,334,836
Contract Revenue	\$920,706	\$960,183
Enterprise Revenue	\$287,186	\$191,200
Other Revenue	\$47,659	\$109,549
<b>Totals</b>	<b>\$6,533,117</b>	<b>\$7,306,561</b>

## PARTICIPANT FUNDING REVENUE

Sources	FY2024		FY2023	
County CSBs	\$2,318,923	53%	\$2,770,242	64%
Medicaid	\$1,787,526	41%	\$1,393,626	32%
VA State Programs	\$277,689	6%	\$170,968	4%
<b>Totals</b>	<b>\$4,384,138</b>		<b>\$4,334,836</b>	

Participant Funding Sources (%)

■ FY2024 ■ FY2023

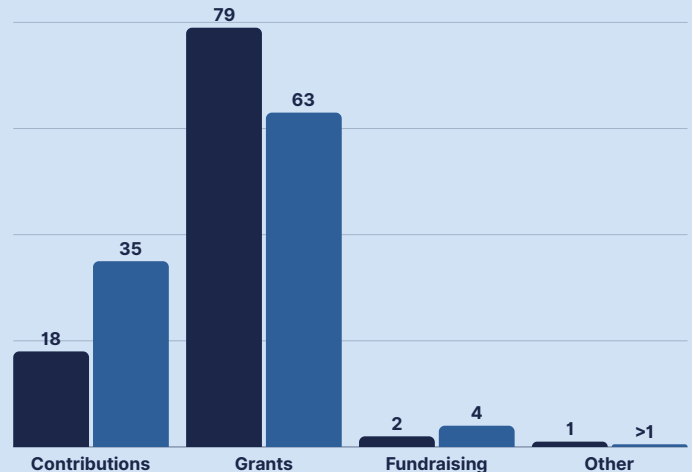


## PUBLIC SUPPORT

Sources	FY2024		FY2023	
Contributions	\$161,948	18%	\$306,069	35%
Grants	\$705,273	79%	\$557,872	63%
Fundraising Events	\$14,022	2%	\$18,012	2%
Other	\$12,185	1%	\$1,136	>1%
<b>Totals</b>	<b>\$893,428</b>		<b>\$883,089</b>	

Public Support (%)

■ FY2024 ■ FY2023



# FACTS & FIGURES

This data reflects the cumulative totals as of the conclusion of Fiscal Year 2024.



Over **80%** of our participants rely on ECHO Transportation



ECHO has a fleet of **23** vehicles, most being wheelchair accessible.

**43**

Our **43** ISE clients are employed at organizations across Northern Virginia.

**179**  
Total Participants

50 in LIFE Day Support  
31% from Fairfax County

129 in Supported Employment  
69% from Loudoun County

GSE

ISE

ECHO's GSE program supports **86** individuals, while our ISE program supports **43**.

**17**

We partner with **17** worksites to employ GSE participants.

**71**

**71** employees keep ECHO operating every day.



ECHO Transportation drives over **34,000** miles each month.



# THE FACES BEHIND ECHO



**PAUL DONOHUE, JR.**  
CHIEF EXECUTIVE OFFICER



**DAVID IVES, CPA, CGMA**  
CHIEF FINANCIAL OFFICER



**KINTA CARTER**  
DIRECTOR OF FLEET SERVICES



**BRENDA FRY**  
DIRECTOR OF QUALITY IMPROVEMENT  
AND PROGRAM INTEGRITY



**TODD GOLDIAN**  
DIRECTOR OF DEVELOPMENT



**AMBER GOLLNER**  
DIRECTOR OF HUMAN RESOURCES



**BOBBY REYNOLDS**  
PROGRAM MANAGER,  
SUPPORTED EMPLOYMENT SERVICES



**ADAM MAHMUD**  
PROGRAM MANAGER,  
DAY SUPPORT SERVICES



**CHARLA MUFFLEY**  
PROGRAM SERVICES MANAGER,  
DAY SUPPORT SERVICES



**HOWARD FRENCH**  
GENERAL MANAGER,  
BLUE ELEGANCE BY ECHO



**PETE YUSKA**  
GENERAL MANAGER,  
ECHO BAKERY

# ECHO HEROES

## *Warren Curtis*

**OPERATIONS MANAGER; ECHO BARKERY**  
HERO OF THE YEAR, 2022

In 2023, we were proud to honor Warren Curtis as our Hero of the Year for his exceptional contributions to the ECHO Barkery's success for the previous year. Warren consistently demonstrated dedication and initiative, from financial modeling for new products to streamlining operations through labor time studies. His efforts in optimizing workflows led to increased productivity across the Barkery production lines. Additionally, Warren played a key role in enhancing our marketing strategy, successfully boosting social media engagement and brand visibility. His proactive approach, creative thinking, and commitment to continuous improvement have had a profound impact on the growth and success of the ECHO Barkery. We are incredibly grateful for Warren's contributions and are proud to recognize him as our 2022 Hero of the Year.



## *Karen Trout*

**TRAINING MANAGER; ECHO**  
HERO OF THE YEAR, 2023

In 2024, Karen Trout was recognized as our Hero of the Year for her unwavering dedication and exceptional teamwork in ensuring ECHO's continued success. Karen played a pivotal role in revamping the Orientation training process for Direct Support Professionals (DSPs) to ensure compliance after a licensing review identified issues going back to 2019. She also volunteered her time to assist with the corrective action plan for informed choice, creating a form that resolved compliance issues with Individual Support Plans (ISPs). In true team-player fashion, Karen took on the challenge of developing a volunteer training program on very short notice for a new group of volunteers that we were eager to introduce to ECHO. Her enthusiasm, willingness to step in wherever needed, and her commitment to helping ECHO succeed have made her an invaluable asset to the team. We are proud to honor Karen Trout as our Hero of the Year for her exceptional contributions and tireless efforts to support ECHO's growth and success.



# MEET OUR BOARD



## BOARD LEADERSHIP

**President:** *Ryan Miller*

**Vice President:** *Alissa Wilson*

**Treasurer:** *Sam Lee*

**Secretary:** *T.J. DeLitta*

## ECHO BOARD OF DIRECTORS

**Seated, from left to right:** *Matthew Clark, Paul Donohue, Jr., Ryan Miller, David MacDonald, Alissa Wilson, Tony Summers*

**Standing, from left to right:** *T.J. DeLitta, Curtis Dent, Cliff Weeks, Sedale Evans, Sam Lee, Michele Bowman*

**Not pictured:** *Ryan Haywood, Paula Harper, Sarah Price, Pratik Saraiya, Roy Weidner*



## GET IN TOUCH

### Empowering Individuals for Life

Together, we're making a difference. Thank you for being with us every step of the way. Here's to another 50 years of meaningful change!

# ECHO



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Website  
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Office Address  
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*This report is lovingly dedicated in memory of Chrissy, Evan, and Laura.*