



# ECHO UPDATE

QUARTERLY NEWS TO KNOW FOR VOLUNTEERS

## Notes from the Director's Desk

by Mike Baier, Executive Director

*ECHO has grown and adapted to the times in all of its more than 50 years of service to the community. The last reorganization of ECHO's administrative structure occurred in 2017. Changes in the times, technology and available talent have led to re-examining how ECHO, as an organization, can best fulfill its mission. The ideas offered below are the beginning of the process of refining operations at ECHO. Read on to learn more about ideas for these changes.*



### IN THIS ISSUE:

- NOTES FROM THE DIRECTOR'S DESK
- VOLUNTEER APPRECIATION PICNIC
- TEEN VOLUNTEER PROGRAM RETURNS
- VOLUNTEER PROFILE: SHELLEY DRAHEIM: MAKING THE GIFT OF GIVING POSSIBLE
- HOW TO HOLD A DONATION DRIVE
- NOTES FROM THE FOOD ROOM
- NOTES FROM THE CLOTHING ROOM
- NOTES FROM HOUSEWARES
- ECHO FALL YARD SALE
- ECHO'S FALL ACTIVITIES CALENDAR
- HELP WANTED: SPECIAL VOLUNTEER OPPORTUNITIES
- FAITH COMMUNITY ACTIVITIES: FIRST BAPTIST CHURCH OF SPRINGFIELD CELEBRATES 70 YEARS

We have continued to operate without a Client Services' Director since June 2022. Thanks to the collaborative teamwork across the Counselor, Clothing, Food and Housewares sections, we have managed to continue meeting our neighbors' needs. We continue to work through a chronic shortage of counselors. To help address the shortage, we are reviewing our client intake process to make it more efficient, and establishing new positions for each shift for Counselor ADMIN (for job description see p. 10 below, *Special Volunteer Opportunities* or visit ECHO's website <https://www.echo-inc.org/volunteer/what-volunteers-do>). These circumstances have prompted reconsideration of the ECHO organization in place since 2017.

At the same time, since ECHO's founding in 1968, our operations have grown more complex. So have those of our partner organizations within the Fairfax County Government, the utility companies, and the broader commercial world with which we have to work. These sophisticated operations now require the types of talent at ECHO that have challenged our conventional volunteer replenishment process.

In our all-volunteer organization, our structure at any given point in time, as with that from June 2017, has been based on the volunteer talent available at that time. If we structure based on the functions we have to perform, changes in our current level of operation will emerge. **continued....**



## Notes from the Director's Desk

### ... continued

ECHO's major functions align along three broad areas: Volunteers, Clients, and Donors. ECHO volunteers link neighbors in need (clients) with individuals inclined to help meet those needs (donors). Clients, indeed, come first. Without them we have no mission. At the same time, donors give us the wherewithal to begin to meet clients' needs – our mission.

A first step in reorganizing ECHO is to trim the functions of the Director, Client Services, to focus exclusively on client engagement with a new position, Client Engagement Chair (for job description see p. 10 below, Special Volunteer Opportunities or visit ECHO's website <https://www.echo-inc.org/volunteer/what-volunteers-do>) described in the latest volunteer openings on the ECHO portal. To begin a longer conversation/review, if the volunteer client-donor linkage is a valid division of labor going forward, I've drafted position descriptions for new Directorships to be developed:

- **Director, Client Engagement** - Leads the Counselor, Counselor ADMIN, and Data Entry teams. The teams engage with neighbors in need (potential clients) to determine eligibility and need, and then work with clients to assure that they are receiving the needed assistance. This Director oversees a process that begins with determining the individual's eligibility for ECHO support, the type(s) of support needed, and a pathway to self-sufficiency (if practical), or until the client moves from the ECHO support area. This Director also oversees engagement programs for school supplies, childhood enrichment, and holiday food and toys. Responds to the Executive Director.
- **Director, Volunteer Program** - Ensures that ECHO is effectively fulfilling its mission by maintaining sufficient volunteer talent to accomplish the ECHO mission in the most efficient and effective means in accordance with that Mission, vision and values. This Director oversees and supports a process that begins with identifying the volunteer talent required for the ECHO mission, recruiting that talent, helping "onboard" the new talent, and concludes when the volunteer leaves ECHO. Responds to the Executive Director.
- **Director, Donation Management** – Ensures that ECHO is effectively fulfilling its Mission to support neighbors in need by maintaining stocks of in-kind food, clothing, and housewares donations, as well as monetary donations, sufficient to meet client needs. This Director oversees a process that begins with the initial receipt of in-kind and monetary donations at the Donation Door, and concludes with appropriately acknowledging receipt of those donations in helping ECHO meet its Mission. Responds to the Executive Director.
- **Planning/Development Chair**. Responsible for helping ECHO meet its mission to help neighbors in need by anticipating change in the form of new requirements, and adapting operations and the ECHO volunteer talent base to meet those new requirements. Oversees a process that begins with analyzing past and current client data to determine current and future mission needs, and developing sources to meet those needs. Oversees Data Analysis, Grants and Community Relations. Responds to the President.

continued....

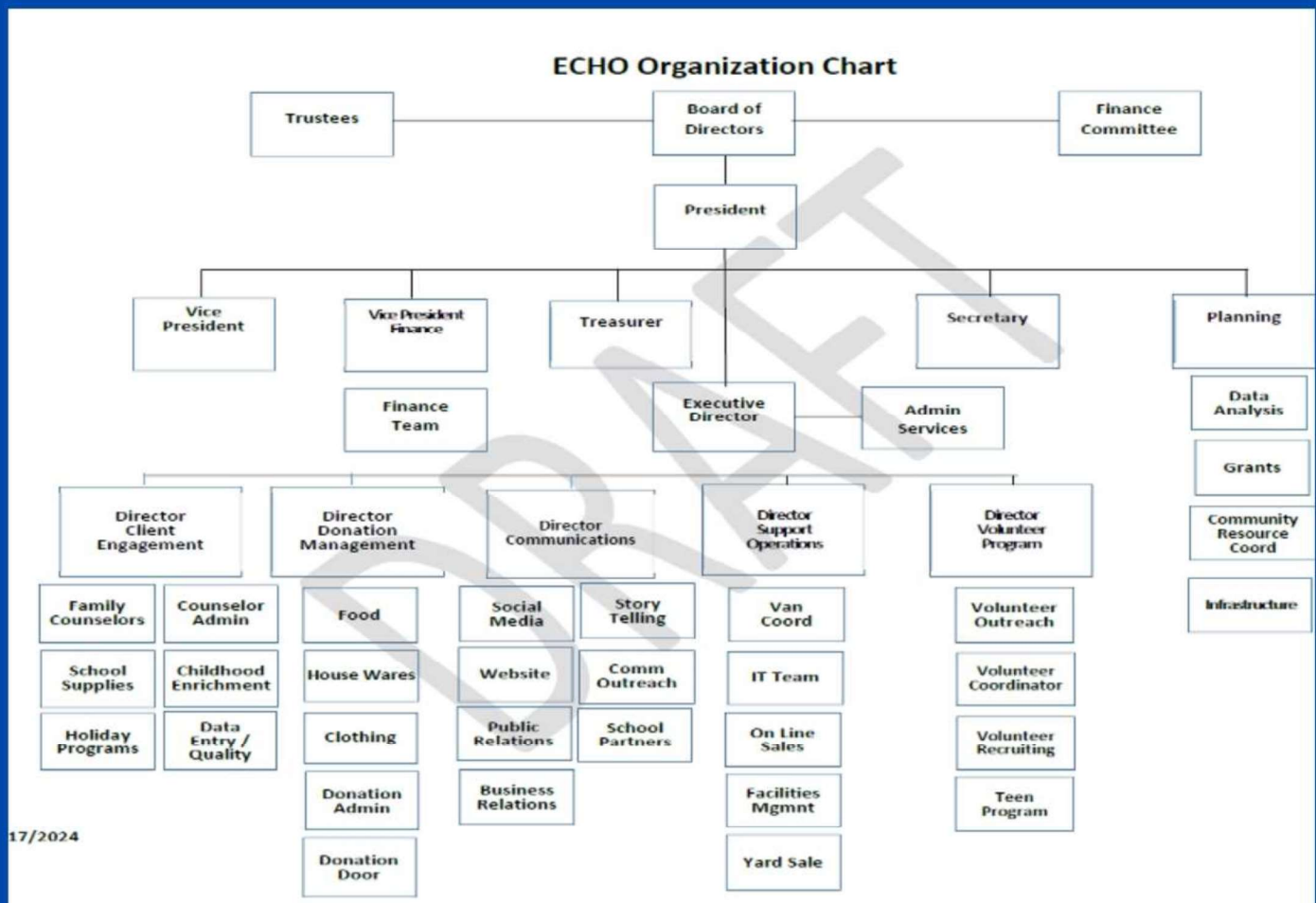


# Notes from the Director's Desk . . . continued

Our current operations and any future reorganization also require expanding our volunteer cadre providing IT support. An expanded IT Team would help implement and maintain efficient and effective operations through new application roll-outs and more on-site IT support for each shift.

These are first steps in a what will be a very long journey. I continue to welcome and encourage all volunteers to share thoughts and comments on the draft position descriptions, organization chart, and the rationale for same. I've received some initial observations from Team Leads, Executive Committee, and others with an interest in what we do and how we do it. Feel free to offer thoughts, observations, comments on any of this.

*Mike Baier, Executive Director ([executivedirector@echo-inc.org](mailto:executivedirector@echo-inc.org))*



Proposed draft for ECHO reorganization. Comments are welcome ([executivedirector@echo-inc.org](mailto:executivedirector@echo-inc.org))



## 3RD ANNUAL VOLUNTEER PICNIC SUNDAY, SEPTEMBER 15TH

**1 PM – 4 PM**

**NEW LOCATION: LAKE ACCOTINK PARK**

**MCLAREN SARGENT SHELTER**

**Parking lot is off of Heming Avenue**

**GPS: 5660 Heming Avenue . Springfield, VA 22150**

Bring a guest and come with your ECHO working team  
for an afternoon of fun and fellowship

Main Dish will be provided

Side Dish, Salad or Desset to share is welcome

**Homemade ice cream will be churned!**

**SEE YOU THERE!**



## TEEN VOLUNTEER PROGRAM RETURNS

School has started and our ECHO Teen Program is returning. Andrea Hellier, with the assistance of Judy Dioquino, Cathy O'Connor and Pat Klindworth, will be welcoming teens back to ECHO starting September 18th. The teens come to ECHO on Wednesday evenings when clients are not in the building. Teens can request a spot in the program on sign-up genius and will be limited to two volunteer sessions a year. It is hoped that this will allow more students to accrue service hours and learn about how community based organizations like ECHO serve our neighbors.

Andrea has contacted some of the Career Center Specialists at local high schools to raise awareness of this program. She reports, "They are super excited about the program and spreading the word. Some remembered us from the past and had not shared with the students for some time."

We look forward to welcoming students back to ECHO. To learn more about this program go to ECHO's website to the Teen Volunteer page: <https://www.echo-inc.org/volunteer/how-to-volunteer>.





## Supporting ECHO

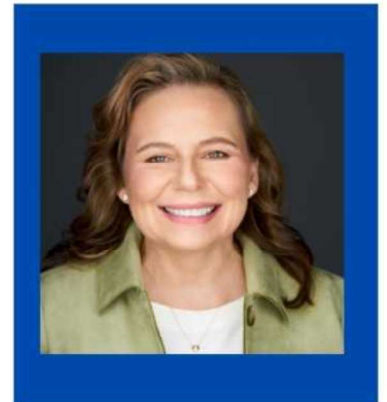
This quarter, in continuing to share stories at ECHO, Storyteller volunteer Kathy Fleming spoke with volunteer Shelley Draheim. Shelley has been a strong supporter of ECHO and has been active in holding donation drives to help stock ECHO's pantry. Enjoy learning more about Shelly's experiences helping ECHO.

### VOLUNTEER PROFILE:

## Shelley Draheim: Making the Gift of Giving Possible

*by Kathy M. Fleming, Volunteer Storyteller*

Girl Scout Troop 1335 first led Shelley Draheim to ECHO. Touring the building with other mothers and their daughters and seeing the magnitude of the food pantry and the collection of clothing and houseware items available to those in need was a powerful experience for her. After that first visit, she was frequently drawn back to the donation door as one of the many community support activities dear to her heart. The combination of continued activities with the Girl Scouts and learning that friends Anne Chiles and Elizabeth Sugden were long-time volunteers cemented Shelley's commitment to ECHO's mission of meeting the needs of local neighbors



Anita King, Shelley Draheim,  
Kathy Fleming at donation  
event 2022

The coronavirus pandemic shut down almost everything in the Northern Virginia community where Shelley resides, beginning in March 2020. As a realtor with Long and Foster, she was still out and about the greater Fairfax Station, Clifton, Burke and Springfield communities. She saw the news and heard how demand for food nearly doubled and knew she wanted to help. In planning how to help, she resolved to ask her neighbors, send out e-mails, and post on social media asking people to buy extra groceries and leave them on their porches or drop them off at her home. On a regular basis, Shelley would drive her car stuffed with hundreds of pounds of vitally needed basic staples for the families that were suddenly without work. She delivered the food, school supplies, diapers and household items collected from this group effort to ECHO all without asking for a receipt. When asked to estimate the number of pounds, "A lot!" she said laughing.

**continued....**



## continued... VOLUNTEER PROFILE: Shelley Draheim



Shelley with members of band *Fat Chance* at her driveway donation drive and concert

Shelley experienced longing for more than waving at friends and neighbors from their porch steps during Covid's restrictions. She and her husband decided to host a large outdoor concert. Carefully spaced apart, they would bring lawn chairs and coolers to enjoy sorely lacking fellowship and fun. Shelley seems to have a gift for finding ways to maximize opportunities to accomplish good. The free concert included an invitation to bring groceries for ECHO. Anita King, ECHO's Executive Director at the time, joined the evening, swaying and singing to 70's and 80's music by the band Fat Chance.

Kathy Fleming, the ECHO Board Representative from Burke Presbyterian Church (BPC), began a mutual friendship with Shelley around this time. Shelley's passion for sensitively helping other people and their shared love for ECHO resonated with Kathy. The two began scheming about how they might combine Shelley's profession as a realtor and BPC's food donation commitment to ECHO to mount a large food collection for September 2022. Shelley's suggestion of holding a free shredding event with a request for food donations for ECHO that could be dropped off in the church parking lot was approved by the church Elders and yet another donation drive to support ECHO's food pantry was born. That year, in addition to the 1,000 lbs. of food collected in BPC's congregational collection, the ECHO Food Collection and Shredding event yielded another 1,000 lbs. of donations. On Sunday morning after the event, BPC Pastor Rebecca Messman proclaimed to the congregation, "Wow! 2,000 pounds of food. Thanks a TON! Thanks to our neighbors, our volunteers and our sponsor who so generously rented the shredding vehicle." continued....



Kathy and Shelley delivering "a ton" of food to ECHO



## continued... VOLUNTEER PROFILE: Shelley Draheim

This donation drive has become an annual partnership between Shelly, Burke Presbyterian Church and ECHO. Last year the BPC parking lot was overwhelmed with cars. Many who did not know or remember it was a food collection for ECHO came back with donations. **This year on Saturday, September 28, 2024, from 9:00 until noon, Shelley will sponsor the third ECHO Food Collection and Shredding Event with Burke Presbyterian Church, 5690 Oak Leather Drive, in Burke Center.** This year promises to attract even more interest because she has used her real estate advertising to reach thousands of homes in Burke, Fairfax and Fairfax Station with details of the ECHO collection in the August and September editions of "Neighbors of Fairfax Station" magazine, as well as in the "FFXNow" newsletter.



Saturday, September 28, 2024, from 9:00 until noon  
3rd ECHO Food Collection and Shredding Event  
at Burke Presbyterian Church  
5690 Oak Leather Drive, in Burke Center



## PS: Shelley's an ECHO Storyteller Volunteer - You can help too!

A new venture for Shelley is becoming one of the first "Storytellers" at ECHO in a new volunteer position that includes interviewing clients, volunteers and donors to discover their profound connections to the organization. She believes capturing and sharing the powerful individual stories of unique need and ECHO's success at fulfilling the needs will be an "awesome way to help encourage others to donate." Her motivation, she wrote, "is to help inspire others to embrace ECHO's mission to provide assistance to members in our community so that they may achieve a dignified, independent standard of living and find relief in their struggles."

Do you have a story to share? Did you hear or see something from a donor, client or another volunteer that deserves recognition? Let us know and we'll follow up with your stories. **Send your ideas to Kathy Fleming at [derylandkathy@gmail.com](mailto:derylandkathy@gmail.com).** Thank you!



## How to Hold a Donation Drive

ECHO volunteers understand the extent of the need for donations in order to meet the needs of our clients. Many of you work with donations by receiving, sorting and displaying clothing, food, housewares, school supplies, books and more. Others help clients to obtain what they need in a dignified and respectful manner. Altogether that's what makes ECHO work. But we can't work without the donations and our level of donations is seriously low.

A donation drive, large or small, is another important way to help with ECHO's mission. Shelley's story above showed some ways this is done. The appeal for food assistance below illustrates the need. Please consider helping ECHO by holding a donation drive through organizations you belong to, business associates, friends, neighbors, family, school groups. Visit the ECHO website for instructions and lots of tips for how to go about doing this.

<https://www.echo-inc.org/how-to-hold-a-donation-drive-draft>

*Before Covid, we had to use ECHO funds to purchase about 5 to 8% of food staples because donated goods filled over 90% of the need. Now, ECHO is purchasing around 40% of the food we distribute because food donations only cover 60% of the need.*

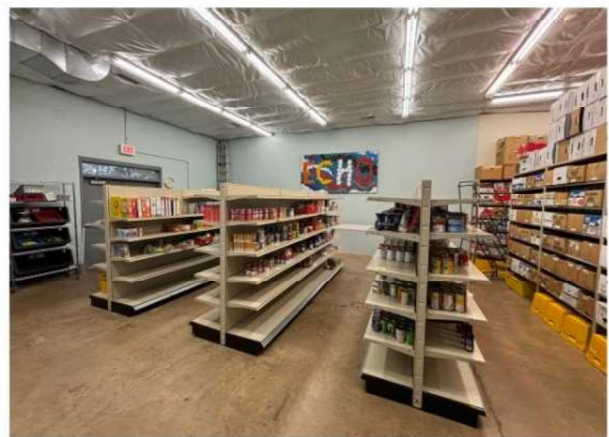
Reported by Lucinda Marvin Food Room Co-Chair

## NOTES FROM THE FOOD ROOM

### A Top Shelf Gift!

by Lucinda Marvin, Food Room Co-Chair and Jane Curtis, Outreach Chair

Wegmans, 7905 Hilltop Village Center Drive, Alexandria, came to ECHO's rescue in a big way! Our Food Pantry shelves were falling apart after years and years of constant use. Fairfax County Supervisor Rodney Lusk connected ECHO with the Hilltop Village Wegmans which donated new shelves. As an additional gift to ECHO, they disassembled the old shelves and installed the new ones. The Hilltop Village Wegmans has also been providing ECHO with excess produce, meat, bread and dairy items. ECHO is truly grateful for their support of our mission. Now, our hope is to fill those new shelves with donated non-perishable foods.



### HELP FILL THE SHELVES

**We especially need:**  
**dry beans, rice, spaghetti sauce,**  
**can fruit and tomatoes.**  
**See the complete list at [www.echo-inc.org](http://www.echo-inc.org) - all donations from the list are welcome.**



## NOTES FROM THE CLOTHING ROOM

*by Paula Kvartunas, Clothing Co-Chair*

### Clothing Donations Needed Fall/Winter 2024



The Clothing Department is concentrating on fall and winter clothing now and hoping for donations of warm clothing for boys or girls in sizes 4 through 20 as well as sneakers for older kids in sizes 1 to 6. Adult winter coats in small, medium and large sizes and new men's underwear are also needed.



**Visit the Amazon Wishlist to order needed items directly.**

**[https://www.amazon.com/hz/wishlist/ls/1NPONMD7U0IS2?ref=wl\\_sha](https://www.amazon.com/hz/wishlist/ls/1NPONMD7U0IS2?ref=wl_sha)**

*Thank you!*

## NOTES FROM HOUSEWARES

**By Barbara Ryan, Housewares Co-Chair**

The St. Mary's and Nativity yard sales in June donated unsold yard sale items to Housewares. We brought back full loads of bedding, cookware and small appliances that filled our shelves. We are very grateful to both churches who donate these items to ECHO. A big thank you to the Housewares teams who worked through the overflowing bins to bundle the items and add to our shelf inventory. Organizing and processing the donated items was a full week event!

While our inventory has been replenished on most items, we continue to be short on towel sets and shower curtains. A towel set includes a bath towel, hand towel and wash cloth and we accept individual pieces, such as hand towels, which we always seem to be short on, to make complete sets.

*Thank you again!*





# ECHO FALL YARD SALE



## CALLING ALL VOLUNTEERS!!

**WHERE** SAINT BERNADETTE SCHOOL GYM

**WHEN** FRIDAY SET UP OCTOBER 25, 2024 at 9 am  
SATURDAY OCTOBER 26, 2024 8 am to Noon

**WHY**

- The Yard Sale is the main fundraiser we have for ECHO.
- The number of people seeking help from ECHO is increasing as our donations are dropping.
- The Food Room is spending more money each month to meet the needs of our clients than ever before. The proceeds from the Yard Sale can help with that increased need.

**HOW** If you have any time in your schedule to help us with the set up or the actual sale, please sign up on the sheets in the ECHO admin office. We truly appreciate all you do to help us!

We are also looking for help from several individuals who can help us year round with some of our Yard Sale categories.

We need someone to be in charge of costumes, wallets and watches, and Tupperware. This would involve collecting the items as they come in, pricing them and storing them in boxes until the next Yard Sale. We can train anyone who may be interested. Please contact Admin if you can help. ([Admin@echo-inc.org](mailto:Admin@echo-inc.org))

Thank you again.

The Yard Sale Team, Cele, Susan, Mary and Kathy



# WHAT'S COMING UP: ECHO'S FALL ACTIVITIES

## SEPTEMBER



**3rd Annual ECHO Volunteer Picnic, September 15, 2024** from 1 to 4 PM at the McLaren Sargent Shelter, Lake Accotink Park. More info above on p. 4



**3rd ECHO Food Collection and Shredding Event Saturday, September 28, 2024**, from 9:00 until noon at Burke Presbyterian Church 5690 Oak Leather Drive, in Burke Center. More info above on p. 7.

## OCTOBER



**HANGRY BURGER October 2**, a restaurant across from Springfield Mall at 6699 Frontier Dr., Suite G, Springfield, is having a fundraiser for ECHO October 2. Dine in with family and friends or carry out. Delicious burgers with vegan, gluten-free and halal options available. Yummy!



**ECHO FALL YARD SALE October 26** Volunteers will be needed for this major ECHO Fund Raiser. See details on P.10 above for the many ways you can help with set-up on October 25th, work the day of the sale and how to help the Yard Sale Team during the year.

## NOVEMBER



**CROP HUNGER WALK, November 3rd** - Join the ECHO team in this 34TH annual walk which raises funds for and awareness of the work done by ECHO and other organizations. More information to come.



**HOLIDAY MEALS AND HOLIDAY GIFT STORE, NOVEMBER/DECEMBER**  
We will be gearing up for these important annual events. Volunteers are needed to support families for meals as well as help with gift distribution. More details are coming.



# HELP WANTED: SPECIAL VOLUNTEER OPPORTUNITIES

*Submitted by Beth Clark, Volunteer Coordinator*



***There are so many ways to help at ECHO.  
See if your skills match a need***



**Check the ECHO website to see new opportunities as they come available.**

**Go to [www.echo-inc.org](http://www.echo-inc.org) and click the Volunteer tab and go to Adult Volunteer Positions Needed Right Now, or email [Volunteercoordinator@echo-inc.org](mailto:Volunteercoordinator@echo-inc.org).**

## **Volunteer Needs – September 2024**

**Clothing** – 2 volunteers Thursday evenings

**Counselors** – 1 Tuesday morning Spanish speaking counselor  
1 counselor Tuesday evenings  
1 Assistant Counselor Tuesday evenings

### **Director, Client Engagement:**

Leads the Counselor team that is responsible for helping ECHO meet the first step of assisting neighbors in need - determining individual eligibility for ECHO support and the nature of that support.

### **Counselor Admin Support**

Volunteers support Counselors and Assistant Counselors in meeting their mission to engage clients to determine individual eligibility for ECHO support and the nature of that support. 8 volunteers needed (1 per shift)

**Food Room** – 1 Thursday morning volunteer

### **Grant Writing Team**

ECHO is searching for Grant Writers to support our efforts in securing funding to help our neighbors in need. A Grant Writer's responsibilities include researching grant opportunities, writing proposals to acquire funding, and working with the finance team to identify ECHO programs that could benefit from grant funding.

**Housewares** – 1 volunteer Tuesday and Thursday evenings,  
2 volunteers Saturday mornings  
1 volunteer Thursday mornings





## FAITH COMMUNITY ACTIVITIES

### First Baptist Church of Springfield Celebrates 70 Years

*by Jane Curtis, Outreach Chair*

ECHO member congregation, First Baptist Church of Springfield, is celebrating its 70th anniversary this year. They have a large, stately church building on Gary Street, but their charter members started the congregation in a home on Oriole Avenue in 1954

Debbie Warner, who has not yet reached the 70 year milestone herself, but who is the child of charter members, was able to supply the documents and mementos as well as personal memories of the growth and activities of First Baptist to mark the anniversary. Debbie is an ECHO Volunteer and serves her congregation as a member of ECHO's Board of Directors. She is an organized archivist who has set up an entire room in the church building devoted to displaying the congregation's history through important documents, news accounts, photos, and items such as the original pulpit.



First Baptist Church of Springfield after its most recent addition.



Display of historical mementos and documents by decade.

Debbie personally remembers not only the many clergy members who have served the congregation through the years, she can tell exciting anecdotes of the life of the congregation. She recalled when the youth choir sang for the Nicky Cruz (gang member turned evangelist) revival meetings held at West Springfield High School, with thousands of people in attendance. She has a copy of a decades- old church newsletter that was found in the wall of a nearby home when the wall was being torn down for a renovation.

continued . . .



## continued...First Baptist Church of Springfield Celebrates 70 Years

She can also recall when the international singing star Johnny Cash came to First Baptist—not as a visiting performer, but, by his own request, as a visiting worshiper.

First Baptist of Springfield has been a member of ECHO since 1976. The church's constitution cites ECHO as "a Program of our church." First Baptist has supplied many able volunteers and ECHO leaders over the past 48 years while also conducting donation drives, and supplying financial support for ECHO's mission. It currently also partners with ECHO to supply baby formula to families in need of this expensive, vital commodity.

In addition to its service to the local community through its support of ECHO, the congregation has sponsored nine mission trips, some as far away as Tanzania and Greece. It has shared its building with Korean and Hispanic congregations as they developed their independence, and now shares their space with an Ethiopian congregation. The church also currently shares space with a group of Homeschoolers.

Dr. Jason Miller is the Senior Pastor of First Baptist, leading a team of ministers, musicians and educators. The church is home to a Christian Day School for children from 2 and a half to 5 years old. Among their local and global ministries, they offer English for Speakers of Other Languages and partner with organizations that serve incarcerated adults and boys.

ECHO congratulates First Baptist Church of Springfield on its 70th anniversary



Debbie Warner in the history room of First Baptist Church of Springfield



**Correction from June issue of ECHO Update, Faith Community Activities:**  
**Nancy Sherman is not the lead on the Adat Reyim Thanksgiving program. That honor belongs to Mitch Basman, the long-time choir director.**