



Experiment in Self-Reliance
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Dear Friends,

This year has been a time of celebration and a time of remembrance. Our 50th anniversary allowed us to celebrate our legacy in the community as we continue to empower the lives of others. We have been there when our clients went from being homeless to having a place to lay their heads. We have seen them graduate from school, and receive a tax credit that changed their quality of life. We have seen our clients go from having bad credit to closing on their first home. We have seen our clients go from feeling hopeless to feeling empowered.

With the move to our new location, ESR has been able to enhance our operations to be more conducive to clients and volunteers. Our new facility has allowed us to host 24 IDA classes, 3 IDA graduations, and 4 events. In addition, we prepared 926 taxes, and taught 6 financial literacy classes. It has opened its doors to 800 clients and families, one new program, and endless love and support.

To our funders, partners, board members, donors, volunteers, interns, and the community, we thank you. More than ever before, we are able to address homelessness and generational poverty through education, asset building, and stabilizing households, and we could not be more grateful.

As we celebrate the past and look forward to the future, we are confident that together we can fight poverty in our community and envision a world where every person has a bed to sleep in at night and hope for their future.



Twana W. Roebuck
Executive Director



Larry Herzberg
Board Chair

“Education is *the most powerful weapon* which you can use to change the world.”

-Nelson Mandela

Through internships we can offer students hands-on experience working with the low-income community that will help them understand the challenges and fulfillment of helping clients move from the most hopeless situations to self-sufficiency. Students are exposed to nearly every aspect of the day-to-day function of a nonprofit community action agency.

Interns can expect to be part of the team, and will do some job shadowing, along with direct client contact. As they rotate through the various departments, activities and tasks may vary from answering phones or entering data to creative activities such as designing brochures or flyers. Interns might also serve as assistants for classroom activities, or even speak at events or information fairs.

*Not pictured: Michael Faye





I was a Personal Care Aid and wanted to apply for a CNA class at Mount Eagle, but I didn't have the money to pay for the class. ESR was suggested to me by a friend. I finished the class and became a CNA which resulted in more pay with the certification. I like what ESR does to help people. ESR is a step toward the right direction in anyone's life. If you want to better your life, or want a better career path for your life, ESR is a tool in the right direction. [If I could describe ESR in one word it would be] 'enlightening.'

- Angelic, Self-Sufficiency

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I was at my end. I was at my absolute end and I needed to find a place to live and ESR was there and they had a brand new apartment. I mean brand new. No one had ever lived in it, and it was fully furnished. Because I had nothing. I had only what I had in my truck. I had absolutely nothing. So when I walk into that apartment, I could lay down and go to sleep and not have to sleep on the floor.

-Antorinette, Housing Services

**AVERAGE HOURLY
WAGE AT THE END
OF OUR PROGRAM:**

\$10.07

48 clients
graduated from
the IDA Program
22 clients
became first-time
homebuyers

**11 IDA and
CROSBY SCHOLAR
participants**
received post-
secondary education
assets

**THE EITC/VITA PROGRAM RETURNED APPROXIMATELY
\$4 MILLION** IN REFUNDS TO 4,006
INDIVIDUALS IN THE COMMUNITY

**THE EITC/VITA PROGRAM
SAVED PARTICIPANTS APPROXIMATELY**

\$841,260

IN TAX PREPARATION FEES

75%

of people exiting our
programs improved
their income

715

**PEOPLE WERE
ENROLLED IN SELF-
SUFFICIENCY, IDA,
OR HOUSING**



It was easy... very simple. This is the first time I filed by myself. There were some other intricate things that she knew how to maneuver through that I wouldn't have known. They wanted to expedite as quickly as possible and as efficiently as possible. [If I could describe ESR in one word, it would be] 'efficient.'

-David, Forsyth Free Tax Client



When I started the Road to Empowerment Series, I was unemployed. I was going on interviews and even getting callbacks, but I wasn't feeling good and prepared. She was trying to encourage us—the best way to get hired, the best way to market yourself, work on your resume—and I took all of those things to heart. In my interview, I asked questions. I asked them about their company, and their mission statement, and what they would want me to do, and ways to climb the ladder... they offered me the job right then.

-Maegan, Road to Empowerment Participant



A dream come true... a house. It is amazing all the little things that you learn. We've been able to use it in a productive way for me and my family. Because [ESR] has been so beneficial for myself and family, my young daughter will be coming here. ESR is amazing. They helped empower me in areas I didn't even know I need empowering in.

-Olivia and Ricardo, IDA Graduates and Homeowners