



## **INFORMATION SUMMARY FOR ECHO CLIENTS**

**Who is eligible for help?:** Anyone who lives in zip codes 22015, 22151, 22152, 22153, parts of 22150, (West of I-95), and a small part of 22312, (Southwest of Indian Run Stream/Spring Valley Drive).

**What types of help does ECHO give?** Emergency Food, Clothing, Housewares, Diapers, limited Financial Help, School Supplies, Refurbished Computers, and for clients who are eligible Holiday Food and Holiday Gifts. See reverse side for details.

**COVID REQUIREMENTS:** Clients who have provided ECHO with Proof of Vaccination can enter the building and receive all ECHO services. Unvaccinated clients cannot enter the building so cannot shop for clothing. They can receive prepacked children's clothing and all other ECHO services.

**What are ECHO's operating Hours?** M - F 9:30 - 12:30 pm and Tu and Th 7 - 9 pm.  
Call ECHO to reschedule if you can't make your appointment.

**How do I request help?** All requests for help must be made by phone at 703-569-9160 during ECHO's operating hours. We are unable to handle walk-ins, mail, fax, or e-mail requests. Hearing impaired should use the Virginia Relay center. Existing clients who need to drop off paperwork can place it in the box outside of door 2 even when ECHO is closed. Due to the high volume of calls received by ECHO, it is sometimes difficult to get through. Please be persistent and follow the tips below.

### **Tips for calling ECHO**

- Call between the hours of 10:00 am and 12:00 noon, Monday-Friday and/or 7:30-8:30 Tuesday and Thursday evenings. Even though our stated hours are longer, we give priority to helping clients who have arrived for scheduled appointments.
- Please try to have an English-speaking person call or have them help you. We cannot guarantee a Spanish (or other language) speaker will be available at all times. This will prevent many phone call attempts to request service. Don't be afraid to practice English, we are here to help.
- ECHO records are filed by the last name. Please give us the name you registered under when you call to prevent long waits on hold.
- Do not call on the last day your rent is due or the day of service cutoff. Please call 7-10 business days before a payment is due.
- Call early for clothing appointments. Morning clothing appointments are rarely available less than 1 - 2 months out and evening appointments 3 months out. Suggestion: Make your next clothing appointment before leaving the current appointment.

### **What do I need to know before my appointment?**

- Only one vaccinated household member can come for the appointment. **You must not bring children to your appointment.**
- If you realize you cannot come for you appointment, you must call ECHO to cancel and reschedule prior to the appointment date. If you call during operating hours you can leave a message if you cannot get through. If you miss a scheduled appointment and do not call, you will not be eligible for ECHO's Holiday Programs.

- Every time you come for an appointment, you must bring a photo ID and a Proof of Address that is less than 2 months old. This can be a driver's license or photo ID issued in the last 2 months or a postmarked envelope or bill with the client's name and address.
- Arrive at ECHO's opening time if you have a clothing appointment and 30 minutes later for other appointments.

### **EMERGENCY FOOD**

- Emergency only and limited to four times a year.
- ECHO gives approximately 10 – 16 bags of food depending on family size, you will **NEED transportation.**

### **CLOTHING AND HOUSEWARES**

- You select clothing for you and your family plus receive household items that are NEEDED.
- ECHO gives approximately 3-5 large bags. You will **NEED transportation.**

### **FINANCIAL ASSISTANCE**

- ECHO provides limited financial assistance to clients for rent, utilities, late fees, prescription drugs, car repairs, and ESOL classes. ECHO does not pay for security deposits, telephone bills, cable or similar services, or credit card bills.

### **DIAPERS**

- Clients can receive a box of diapers and wipes for each child who needs them every 30 days.

### **COMPUTERS**

- All households are eligible to be put on a waiting list to receive a refurbished computer once every 4 years.

### **SCHOOL SUPPLIES**

- All clients with children in grades kindergarten and above are eligible.
- Backpacks are filled with basic supplies for the appropriate grade levels.
- Given throughout the year and at the beginning of school (Jul – Sep).

### **HOLIDAY PROGRAMS (Eligible criteria may change slightly each year but will not be more stringent than described below)**

#### **Thanksgiving / Christmas FOOD**

- To be eligible you must have at least one Food, Clothing or Financial appointment from September 1 of the previous year through August 31 of the current year and not missed any scheduled appointments.
- Generous donors from local churches and our surrounding community participate in our ECHO Holiday Program providing a holiday meal or gift card that is delivered to qualified clients. Clients will receive either a Thanksgiving or Christmas meal, but not both.

#### **Christmas GIFTS**

- Must have Children between 1 and 12 years of age.
- Must had at least two Food, Clothing or Financial appointments from September 1 of the previous year through August 31 of the current year and not missed any scheduled appointments.
- Clients select gifts for their children.