

# ***Outreach***

## **Community Ministries**

Restoring Hope,  
Providing Opportunities



# 2018 ANNUAL REPORT

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## A WORD FROM THE CEO OF OUTREACH COMMUNITY MINISTRIES

"You see, Julio, there is a tugging at the heart of every one of us to have a closer relationship with God. And there is a craving in every one of us to do whatever we can to further His Kingdom. Well, one way we can do that is by partnership with the priests who have been given a vision by God. We provide the provision to see that the vision is fulfilled."  
— "The Legend of the Monk and the Merchant" by Terry Felber

When I think of stewardship, I think of Paul's words in Corinthians—"each of you is a part of the body of Christ, and God has put each part just where he wants it." Our mission is to connect the local Church with the most vulnerable people in our midst and to share our vision that the Church "is present in every neighborhood in DuPage County where families are vulnerable and children are at risk."

A strategic imperative at Outreach is that our vision will come to life in partnership with the local Church. Our vision requires the rich diversity of gifts within the Church: the "apostles" who inspire us; the "merchants" who provide the provision; the "teachers," "healers," "helpers" and "leaders" who join Outreach as volunteers and staff, bringing with them what the Apostle Paul calls the greatest gift the Spirit gives us—the gift of love for others (1 Cor. 13).

I invite you to read this report with stewardship in mind, recognizing the rich mosaic of Church and community resources that make a strategic difference in the communities we serve. It is inspiring!

Inspiring Opportunities for 2019:

- **New Ministry Initiatives:** At **Outreach Community Center in Carol Stream**, the Youth Pastor Initiative will provide opportunities for volunteers to help launch faith-based clubs for junior and senior high students. At **Wheaton Youth Outreach**, our Host Family program will expand transitional housing options for homeless young men. **Jubilee Furniture** and **Discoveries Resale** will expand sales days through new volunteers and team leaders.
- **Volunteers:** There are more than 40 specialized opportunities for volunteers to serve 10-20 hours per week in local ministry!

- **"Merchants":** Merchants are essential to underwrite our Vision! In 2019, our multi-year JOURNEY OF HOPE Campaign will enter its final year and the "Capstone Phase"—the goal is to raise support for our four remaining Capital Improvement Projects. Another stewardship priority is to expand our community of Outreach Partners to 1,000 by 2020 to sustain our New Ministry Initiatives.

In the "Legend of the Monk and the Merchant," Julio's mentor captures our role in the Kingdom:

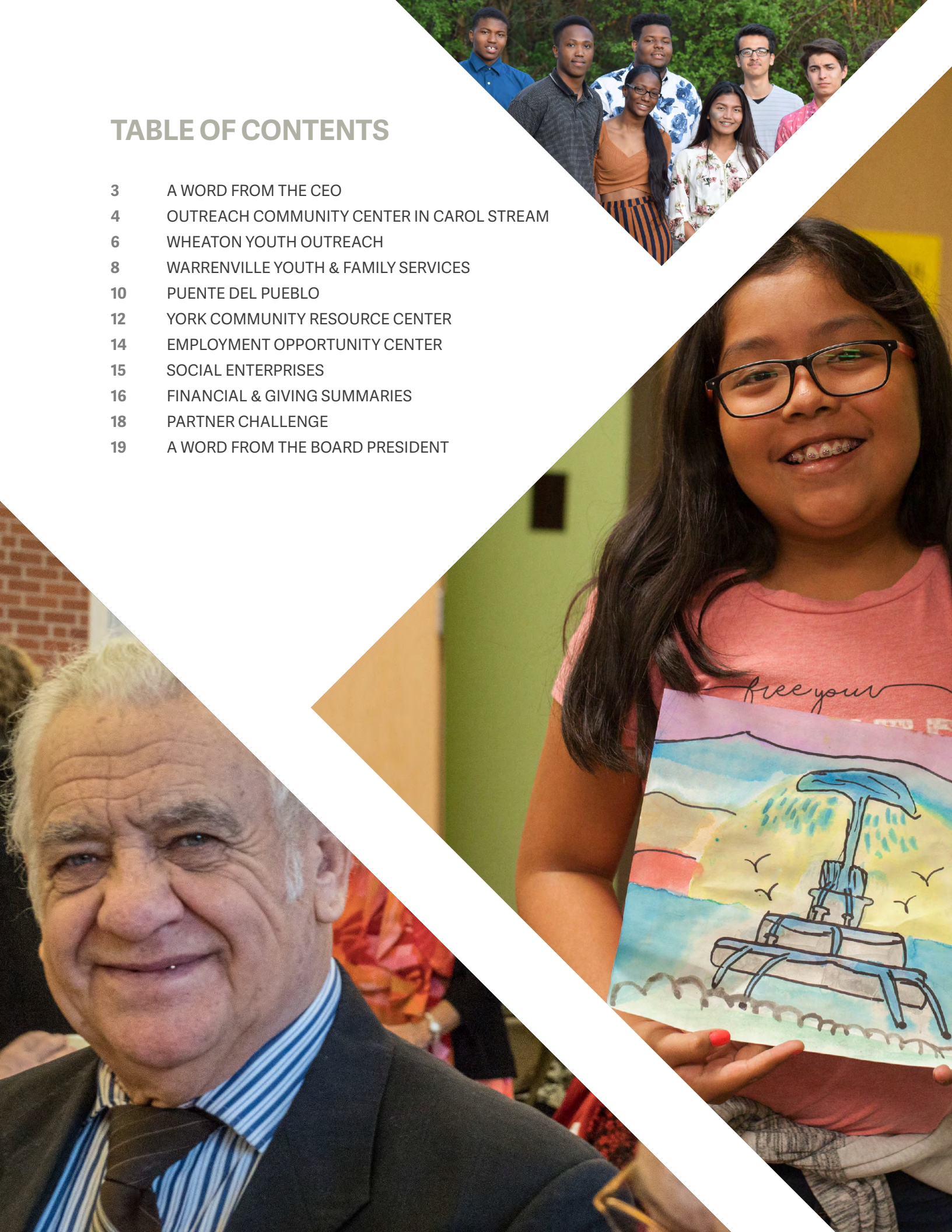
"You see, Julio, your vocation is your calling. It's the thing you were born to do. And when you do it, it's not really work at all. Our gifts, our provision, our role in the Kingdom—these are the things we are born to do."

I am thankful for all God's people who bring their vocation and their provision into ministry with Outreach. It is our honor to serve our great God with you.

In His Name,



Chris Ellerman  
CEO



# OUTREACH COMMUNITY CENTER IN CAROL STREAM

The Outreach Community Center in Carol Stream is a multi-purpose, neighborhood resource center serving southeast Carol Stream. In addition to the main Center, OCC operates a satellite center at the Villagebook Apartments.

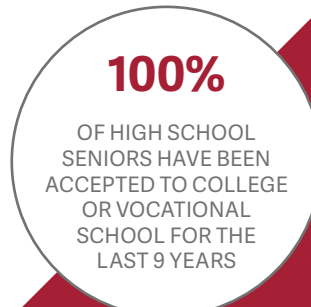
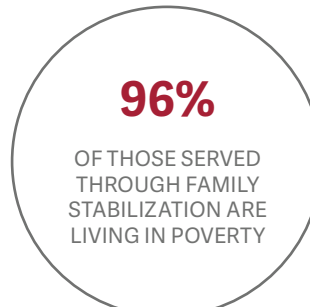
## YOUTH DEVELOPMENT

**Jubilee Neighborhood School** is an educational program that partners with parents and schools to support the academic achievement, social and emotional development of 1st–5th grade students. In the after-school program, students are provided homework assistance, life skills activities and recreation plus Christian education with parent permission. JNS has built strong partnerships with District 200 elementary schools to provide a customized approach to each student’s learning. Each child receives one-on-one academic support in reading, writing and math, plus positive role modeling from a dedicated volunteer tutor. The all-day, eight-week summer program includes math and language arts, problem-solving activities, Christian education, recreation, swimming and field trips. *Serving 116 students*

**Big Buddy Mentoring** matches a caring adult volunteer with a child, ages 7–14. Staffed with volunteers from partner churches, Big Buddy strives to build self-esteem, character and confidence in the children who participate. The mentoring pairs meet twice a month with phone and email contact in between. *Serving 25 students*

**Superb Student Program** is an after-school program for 6th–8th grade students that combines homework completion, recreation and life skills activities. During the summer, students take part in Learn2Earn, an eight-week program that combines interactive academic courses, life skills classes, job-readiness training, recreational activities and faith development opportunities with parent permission. Students are given an opportunity to earn a weekly stipend based on performance. 87% of students in junior high programs had a C average or better. *Serving 81 students*

The **College and Career Opportunity Program** removes the barriers preventing promising students from seeking higher education and vocational training. This holistic approach includes college preparation and employment training for high school students, faith development opportunities, scholarships and support in transitioning to college. Each spring, students take a spring break trip to visit colleges and universities across the country. *Serving 29 high school and 18 college students*



## FAMILY STABILIZATION

**Case Management** services assist people with a variety of concerns including financial struggles, housing needs, legal issues, child care needs, emergency food, accessing and navigating public systems, budget counseling and information on employment opportunities. Each December, Case Management leads OCC’s Christmas Store, where gifts donated from the community are sold at 75% off the retail price to 400 neighborhood families. All proceeds are designated back to OCC for families in crisis through case management services throughout the year. *Serving 898 individuals*

The **Older Adults Program** provides support services and case management to local older adults to help maintain their independence and well-being. Services include practical assistance, such as emergency financial assistance, transportation, budgeting, regular social activities, faith development opportunities and volunteers, called Friendly Visitors, who frequently visit participants in their apartments. The program partners with Wheaton College to provide our Mood and Memory Clinic, which offers mental health services. *Serving 256 individuals*

**Counseling** services are provided through Outreach Community Counseling Centers. Staff therapists are professionally trained in the latest research and use practices proven effective at addressing a wide variety of concerns. Testing services by trained psychologists are offered at a manageable fee for parents who might otherwise wait months or years for similar testing. *Serving 270 individuals*



## OCC – Villagebrook, A Lifeline for Vulnerable Families

Sandra, a single mother with multiple children, reached out to OCC staff at Villagebrook for assistance after falling and breaking both ankles. Due to the injury and lengthy recovery process, she was unable to continue working her full-time job. She needed assistance with basic needs, such as food, transportation to medical appointments, financial assistance and childcare.

The staff at OCC assisted her in applying to receive child support for her children, arranged for transportation to her appointments and

enrolled her children in the after-school program. Once Sandra was able to walk again, OCC staff worked with her to update her resume to improve her employment status.

Today, because her children are enrolled in programs at OCC, she has been able to return to her full-time job as well as work an additional part-time job. She has made a complete physical recovery and has renewed hope for a brighter future.



## WHEATON YOUTH OUTREACH

Wheaton Youth Outreach (WYO) is a comprehensive family resource center serving at-risk teens and their parents, homeless youth, young adults, and single mothers and their children.

### FAMILY STABILIZATION

The **Crisis Intervention** program serves youth ages 11 to 17 who are in crisis at home or in school, or are at risk of becoming involved in the child welfare or juvenile justice systems. The program works to keep at-risk youth safe, reunify and preserve families, and prevent or minimize involvement with the child welfare and juvenile justice systems. WYO provides 24/7 crisis intervention support to seven police departments in DuPage County, responding to crisis calls about runaway, locked out and ungovernable youth. Following resolution of the immediate crisis, WYO offers counseling to the family. *Serving 128 youth and their families*

**Counseling** is provided at WYO for youth, families and adults through the Outreach Community Counseling Centers. WYO's highly-trained therapists assist schools, police, churches and hospitals in

assessing individual and family crises. Therapists recommend and provide clinical treatment options and social services to meet the needs of the individuals or families in crisis. *Serving 273 individuals*

**Case Management** assists people living in Wheaton who are struggling to meet their basic needs. Through financial assistance, budgeting and job development activities, WYO manages the Churches United for Hardship Assistance, a collaboration of churches desiring to help those that come to their church looking for assistance with basic needs. *Serving 73 individuals*

### TRANSITIONAL HOUSING

The **Transitions Program** at Hawthorne House is a critical service for older teens and young adults in DuPage County. Through the program, young, homeless women ages 17–24 years old have the opportunity to gain financial and emotional independence and transition successfully into adulthood. The program provides a safe and supportive home, structure and personalized support from foster parents and staff. Residents contribute toward the cost of their expenses through part-time employment, and their case manager helps them access career, education, medical and mental health services. Foster parents provide daily support and the option to explore faith through relationship and church connection. *Serving 7 young women*

**Jubilee Village** is a transitional housing program for single, formerly homeless mothers, ages 18–24 and their children. The program holistically addresses the myriad needs of its residents, many of whom enter the program with histories of family discord and domestic violence and without financial resources or job skills. The young mothers are offered wrap-around services including counseling, employment and career assistance, case management, financial counseling and parenting classes. Jubilee Village provides safe and secure housing with experienced live-in couples on each floor offering mentoring relationships that include the option of faith development and church attendance. All of this year's Jubilee Village graduates secured housing, have stable employment, owned a car and earned a diploma or GED upon leaving. *Serving 18 women and 18 children*



## Hope for a Brighter Future: Sarah's Story

Sarah\* came to the United States from Eastern Europe. She initially stayed with relatives but soon realized she was in an unstable environment. With nowhere else to turn, she was referred to Outreach by the College of DuPage, where she had taken classes. She entered the Transitions Program at Hawthorne House and began to benefit immediately from the supportive home structure and personalized support she received from the house parents and staff.

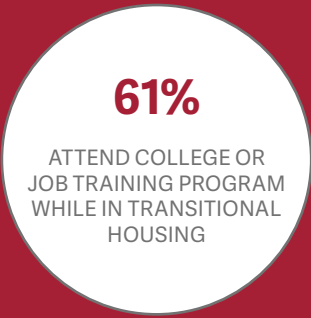
"Sarah is incredibly hardworking and responsible," says Hawthorne House Program Director Bethany Bacon. "She has always worked two jobs while enrolled in our program and has very clear goals for her future." While enrolled in the Transitions Program, Sarah found her voice. She began to advocate

for herself, both personally and at work. Sarah also began attending church with her house parents and several other residents. She also made significant progress toward her goals on several fronts, including establishing and growing a savings account as part of her financial goals.

Today, Sarah has successfully completed the two-year Transitions Program, leaving Hawthorne House in a very stable financial situation. She is now living in her own apartment and has recently obtained a new job that came with a significant pay increase and better hours. She maintains many relationships and connections to Outreach and continues to attend church with the house parents and residents.

Upon completion of the program, Sarah reported significant improvements in every life domain, but most importantly, her hope for the future is renewed.

*\*Name changed for privacy.*



# WARRENVILLE YOUTH & FAMILY SERVICES

Warrenville Youth & Family Services (WYFS) is a multi-purpose community service agency benefitting the greater Warrenville area.

## YOUTH DEVELOPMENT

The **Quest** program provides a structured and safe environment for junior high and early senior high youth who are at risk. Meeting after school and during the summer, Quest includes homework assistance, one-on-one tutoring, life skills training, recreation and community service projects. Quest students visit the Warrenville Fire Department weekly for the Hot Shots program, where firefighters teach the students fire safety and lead them in community service projects. *Serving 79 students*

**LINK Mentoring** matches young people ages 11–14 with caring adults. Mentors develop friendships through shared activities, offer guidance, support faith development activities and provide encouragement each week throughout the school year. *Serving 13 students*

## FAMILY STABILIZATION

**Counseling** at WYFS is provided by Outreach Community Counseling Centers. WYFS therapists provide mental health services to individuals, couples and families from Warrenville and West Chicago. Professionally trained therapists work with people on a wide range of concerns. This year, a partnership with the Warrenville Fire Department was launched; WYFS therapists are now on call to provide mental health support to the victims as needed and requested by the firefighters. *Serving 219 individuals*

**Case Management** provides financial and referral assistance to individuals with pressing financial needs in the Warrenville area. Case managers oversee the distribution of the Warrenville Person in Ministry's Local Emergency Assistance Fund as well as additional funds from The Salvation Army and the Illinois Department of Human Services. *Serving 183 individuals*

**Hispanic Outreach** seeks to support and empower the Hispanic residents of Warrenville by providing community development activities. The program celebrates the unique cultural heritage of Hispanic residents through a Summer Block Party and a Christmas Posada in partnership with churches in the Warrenville community.



## Mentoring Matters: Mikey's Story

Mikey was referred to the LINK mentoring program in the fall of 2016 by his school social worker when he was in the 6th grade. At the time of the referral, Mikey was beginning to display behaviors that were concerning to his teachers. He had three older siblings, all of whom were also displaying difficult behavior patterns. Mikey's parents were struggling with the growing concerns in their home and were open to help from WYFS.

Soon after referral, Mikey was matched with a LINK mentor. He was slow to warm up to his mentor and would frequently miss mentoring sessions. It was a challenging semester for the match, but Mikey's mentor persisted.

In the second semester, Mikey tried out for and made the wrestling team and shared the news with his mentor. Little did Mikey know his mentor was an awarded college wrestler. Their relationship took off once they learned they had a common interest. Mikey's mentor began going to all of his matches and even sat in on some of his practices. The mentor offered a lot of advice to Mikey such as how to work well with his coach and teammates. He also helped him with his technique. Between the structure of being on an organized team and the unwavering commitment of his mentor, Mikey made

significant positive changes in his behavior and outlook.

Mikey and his mentor continued their mentoring relationship the following year and had even more success in the 2017–2018 school year. Mikey's grades improved as his mentor began working with him weekly on homework. His family relationships were stronger. His mentor coached him on what it takes to be a successful member of a family. The school also recognized there was a significant reduction in behavior concerns and absences.

Mikey has just started his 8th grade year, and he's only vaguely recognizable as the kid who was enrolled at WYFS just two years before. He expresses gratitude to his mentor and has made many other positive relationships within the mentoring program. He has developed the ability to set and achieve goals and has a newfound excitement about his future. Mikey recently told his mentor he'd like to become a police officer when he grows up so he can help kids who are struggling and help them get back on the right path. He'd also like to continue wrestling through high school and college.

# PUENTE DEL PUEBLO

Puente del Pueblo is a neighborhood resource center for the Hispanic community in West Chicago, with locations at Timber Lake and Main Park apartment complexes.

Puente is a ministry of Wheaton Bible Church and Iglesia del Pueblo, the Hispanic congregation at Wheaton Bible Church. Outreach serves at Puente on behalf of Wheaton Bible Church, providing consultation, management and community services.

## YOUTH DEVELOPMENT

**Puente del Nino: Elementary School** provides 1st–5th grade students with opportunities for academic improvement, skill building, positive relationships, structured recreational activities plus Christian education with parent permission. Held at both Wegner Elementary School and Indian Knoll Elementary School, the program meets after school every day that school is in full session. For nine weeks in the summer, the program expands to full days and is held at Wheaton Bible Church. *Serving 141 students*

**Puente del Futuro: Middle School** provides 6th–8th grade students with opportunities for academic support, life skills development, recreation plus faith development opportunities with parent permission. This program is held for three hours after school during the school year at Timber Lake Apartments and Indian Knoll Elementary School. During the summer, it expands to a full-day program, held at Wheaton Bible Church. *Serving 71 students*

**Puente del Futuro: High School** assists senior high students with opportunities for academic support, life skills development, recreation and college preparation. The group meets for tutoring, mentoring, study time, college prep, life skills training, career discussion and the opportunity to attend youth group at Iglesia del Pueblo. Each year, students take a spring break trip to visit colleges and universities. *Serving 41 students*

## FAMILY STABILIZATION

**Spanish and English Literacy** works with people needing help with reading and language skills by offering both Spanish and English literacy programs. By enhancing these skills, a substantial number of individuals are able to pursue further educational and employment goals. *Serving 27 individuals*

**Case Management** services assist people struggling with life challenges, including financial issues, problems with public benefits, immigration issues, employment and more. Case managers provide information, referrals and advocacy to navigate community services as well as budgeting and transportation assistance. Clients and case managers work together to resolve current problems and plan for the household’s long-term stability. Case managers provide translation services, relationships, spiritual care, resources and financial assistance. *Serving 724 individuals*

292

STUDENTS SERVED IN  
FY18, A RECORD FOR  
PUENTE!

91%

OF ELEMENTARY  
STUDENTS ATTENDED  
TUTORING AT LEAST  
TWICE A WEEK

100%

OF HIGH SCHOOL &  
COLLEGE STUDENTS  
REMAINED IN GOOD  
STANDING AT SCHOOL  
& IN THE COMMUNITY

# Puente del Pueblo Celebrates 10 Years of Ministry

When Victor and Cruz Castellanos moved into the Timber Lake Apartments in West Chicago in spring of 2009, their children—six-year-old Barbie and eight-year-old Victor Jr.—were students at Wegner Elementary School. The Castellanos family learned about Puente from volunteers who went door-to-door, welcoming families and inviting them to learn more about the new ministry.

Victor Jr. joined Puente del Niño, the elementary after-school program, right away, benefitting from the academic support and homework help. When Barbie was old enough, she joined as well. In addition to the after-school program, Victor and Barbie also remember the summer programs offered in those years: Neighborhood Bible Clubs, weekly sports and fine arts camps. The friendships they formed then are still intact today.

Someone invited Cruz to Puente a la Mama, a celebration for moms held each year around Mother’s Day. Since mothers are highly esteemed in Hispanic culture, Puente created this special tradition, inviting women for a night out—and treating them like queens.

A special treat included phone calls “home” to family in Latin America at a time before Skype and Facetime made international calling affordable. “This was

a beautiful gift on a beautiful night,” Cruz remembers. “Back then, we didn’t have the technology to see our families in Mexico, so we treasured those calls.”

Even more important to Cruz was an experience that happened not long after. While driving one day, Cruz was pulled over and issued a speeding ticket. Taken to the police station, her car about to be impounded, Cruz needed someone who spoke English and understood the legal system. “Matthew McNiel, director of Puente del Pueblo, was the first person I thought of,” she recalls. “He picked up the phone and said, ‘Where are you? I’ll be there in a minute.’”

Matthew went to the police station and walked with her through the process, translating for her and helping her get her car back. “When I called my husband, I said, ‘Don’t worry, Matthew is here with me.’ It was my first contact with the police, and I needed someone who knew the culture and the language. But mostly, I needed to know that there were people in my life who would be there for me, to know for sure that when I am in trouble, there is someone I can call.”

“From the beginning,” Cruz adds, “Puente offered our family this confidence. We can trust them, entirely, with our eyes closed.”



# YORK COMMUNITY RESOURCE CENTER

York Community Resource Center is a multi-purpose neighborhood resource center serving residents of southern Villa Park. The resource center operates at the Taiwanese Christian Reformed Church, located at 1420 Myers Road in Lombard, and the Junior High program is located down the road at the Lombard Christian Reformed Church.

## YOUTH DEVELOPMENT

**Elementary School** programs at York wrap around the public schools for children in 1st–5th grades. Students are provided homework assistance, life skills and recreation. During the school year, services are offered daily after school. In the summer, an all-day program is offered that provides students continuing educational support and social activities in addition to special field trips and extracurricular opportunities. *Serving 51 students*

**Middle School** programs offered after school and all day in the summer support students in 6th–8th grades in academic achievement and life skills and provide recreation in a safe and structured setting. In the summer, swimming and field trips are added. *Serving 44 students*

## FAMILY STABILIZATION

**Case Management** services help individuals and families gain stability and create goals for their future by assisting people with a wide variety of concerns, including housing, child care, employment and legal matters. Services include initial assessment assistance and linkages to other agencies for support services. *Serving 10 families*



24

VOLUNTEERS SERVED  
AT YORK, TOTALING 500  
HOURS IN FY18

87%

OF REGULAR JR HIGH  
ATTENDEES HELD A GPA  
OF A C OR BETTER IN  
BOTH MATH AND  
ENGLISH

100%

OF REGULAR ATTENDEES  
HAD NO SCHOOL  
SUSPENSIONS OR  
LAW ENFORCEMENT  
INCIDENTS

## The Power of Community

During Garden Build Day at York, twenty elementary and middle school students—assisted by six parents, three volunteers and staff—constructed raised beds for vegetable plants that students grew from seed. By building, planting, tending, and harvesting a summer vegetable garden, students learn teamwork, the science of plant growth and fruit production, the importance of environmental protection, and empowerment. They will share the yield of the garden with the students’ families and others in need in the Lombard/Villa Park area. The local Home Depot store and park district staff donated time, materials and expertise.

“What stands out to me is how collaborative this effort was between York staff, parents and kids, our park district and the local Home Depot who donated the raised beds,” says Alethea Norton,

director of York Community Resource Center. “The church that we are housed in even provided the fencing since they used to maintain a garden but ceased doing so years ago. Really, a little piece of everyone went into this effort.”

Some quotes from the experience:

“My favorite part was I got to try a yellow tomato from a plant, and I tried edamame which I have never tried before.”

“My favorite part was watching the watermelon grow and spraying water at the vegetables!”

“My favorite was harvesting all the plants, and helping construct the garden.”

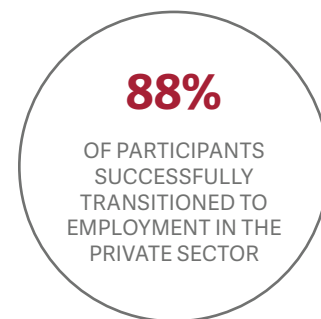


## EMPLOYMENT OPPORTUNITY CENTER

Launched in May 2014, the Employment Opportunity Center is a comprehensive employment training program for young adults ages 18–29 living in DuPage County. The program includes several components:

**Individual tutoring** assists the participants in obtaining a GED or a high school diploma. Matched one-to-one with a tutor, participants meet weekly to build various academic skills and to prepare for the tests necessary to attain a high school diploma or GED.

**Paid work experience** is offered when participants enter the program and is conducted within Outreach’s social enterprises or community service sites.



## Angela’s Story of Hope

Growing up in DuPage County, Angela’s life took a significant turn when her family experienced the tragic loss of her father. She spent her adolescence figuring out life for herself. When she discovered she was pregnant, she moved back home but soon realized her living situation was unsafe. She enrolled in the Employment Opportunity Center (EOC) and was placed in a work situation that helped her develop important job skills while allowing her to start earning money right away.

With the help and support of her EOC Job Coach, Angela began looking for an apartment that would fit her budget, but this proved to be difficult as she was only making minimum wage.

When her Job Coach told her about an opening at Jubilee Village, she was intrigued.

Upon learning she was accepted into Jubilee Village, Angela fell to the ground and gave her son a giant hug saying, “Baby, they saved us!” Though she was relieved to have a safe place to live, she had nothing to set up a new home except for clothes and a few favorite books.

When the women at First Presbyterian Church of Glen Ellyn heard about Angela’s needs, they jumped into action. Together, they secured everything she would need to settle comfortably into her new home at Jubilee Village.

**Job skills classes** are held for 12 weeks as participants enter the program. Instruction, group activities and group discussions cover important skills that all successful workers need.

Once participants have successfully completed their initial work experience goals and job class, they secure a **paid internship** in the private sector, in the area of their career interest.

**Case Management** is offered to assist participants in meeting their basic needs such as housing, food, child care, budgeting and transportation so they can live independently and support full-time employment.

Following the paid internship, **permanent employment** is secured either at the internship site or in a related position, or the participant enrolls in college, technical school or a vocational training program.

*Serving 44 participants*

After the first night in her new apartment, Angela shared with her Job Coach that she has never been happier. She said, “I have no words to describe the peace that has come over me. My son is happier, too, and free to be a baby.” Not only does she have a home, she has a profound sense of hope for the future.



## SOCIAL ENTERPRISES

Donated materials—from clothes and accessories to furniture and cars—are resold at fair prices, generating support for Outreach’s ministries. All goods sold by social enterprises are generously donated by individuals, stores, area hotels, corporate partners and estates. In FY18, earned income represented 13.8% of Outreach’s total revenue. Outreach could not exist as we do today without the strong support of faithful volunteers and the donations we receive from individuals and corporations.

### RESALE STORES

**Jubilee Furniture** sells quality used furniture in Carol Stream. The extensive showroom operates in partnership with teams of volunteers from Wellspring Alliance Church, Wheaton Bible Church, First Presbyterian Church of Wheaton, Wheaton Christian Reformed Church and the community at large. New volunteers and partner Churches are always welcome! *Jubilee Furniture’s annual sales increased by 4.5% to \$731,398 in FY18; net profits, which support OCM ministries, exceeded \$400,000, meeting our goal of 55% / 45% net revenue to expenses*

**Discoveries Resale Shop and Furniture Annex** is a resale shop in Warrenville operated in partnership with lay volunteers from partner churches in Warrenville. 31 volunteers contributed over 3,500 hours last year to help run the store. *Raised \$37,943 in FY18 for services at WYFS*

**Twice is Nice Resale Store** is a resale store serving the residents of Carol Stream. It is owned and operated by College Church. *Donated \$25,211 in FY18 for OCC*

### CAR DONATIONS

**Jubilee Cars** provides vehicles for the residents at Jubilee Village and benefits Outreach programs with the remaining proceeds. The ministry accepts cars, trucks, vans, SUVs, boats and trailers in any condition—in need of repair, beyond repair or in great condition! *Received 39 vehicle donations, seven of which were provided to Outreach program participants. 32 were resold to support the Cars ministry and Jubilee Village*

# FINANCIAL SUMMARY

## OUTCOMES REPORT

**Revenue:** In the fiscal year ending June 30, 2018 (FY18), we realized net 3.5% growth in Private Support and Institutional Support compared to FY17. Outreach's Earned Income, which represented 32.4% of total operating revenue in FY18, increased 0.8% from the prior year. Public Support, consisting of state and county grants, represented 12.8% of total operating revenue, which is in line with our best-practice goal of no more than 15%.

**Expenses:** Total FY18 expenses increased 10.7% from FY17, offset in part by new private funding to support service improvements. One exciting example of program growth: A full-time counseling position was created and staffed in FY18, allowing us to expand needed services. Additionally, multiple key administrative positions were filled as we continue to improve our infrastructure as a growing organization with diverse programming. Management and Resource Development expenses represented 23.7% of total expenses, which meets our best-practice goal of less than 25%.

## LOOKING FORWARD

**Income:** The long-range plan is to grow both Private and Institutional Support as well as Earned Income to each provide 40% of our total annual revenue. This growth will allow Outreach to increase service capacity as outlined in our vision. We strive to yield 10% of total annual revenue from long-term endowment support.

**Expenses:** Our budgeted FY19 expense growth is aimed towards supporting youth development services and goals. Specifically, we are striving to increase support for the College Coach and Youth Pastor positions in Carol Stream as well as increase student capacity in the Employment Opportunity Center. We are encouraged by the support we have received towards meeting these goals within the next one to two years.

As a result of gifts to the JOURNEY OF HOPE campaign, we have paid off our mortgage at Jubilee Village and anticipate paying off our mortgage at Jubilee Furniture by January 2019. This will allow us to redirect these debt service costs into further ministry development.

SOURCES OF OPERATIONAL REVENUE	FY2018	FY2017
Private Support	2,686,542	2,550,434
Institutional Support	376,443	409,299
Public Grants Support	908,546	879,371
United Way of Metro. Chicago	176,600	176,899
Earned Income	2,305,848	2,286,737
Outreach Community Services, Inc.	606,078	656,491
Miscellaneous Income	58,690	55,092
<b>Total Revenues</b>	<b>7,118,747</b>	<b>7,014,323</b>
Satisfaction of Program Restrictions	1,228,971	724,316
<b>NET UNRESTRICTED PUBLIC SUPPORT &amp; REVENUE</b>	<b>8,347,718</b>	<b>7,738,639</b>

FUNCTIONAL EXPENSES		
Wheaton Youth Outreach	1,134,574	1,135,978
Warrenville Youth and Family Services	829,747	661,812
Outreach Community Center in Carol Stream	2,019,907	1,765,805
York Community Resource Center	280,659	229,094
Social Enterprises	588,699	512,094
Church Partner & Consulting Services	510,974	476,157
Outreach Community Services, Inc.	693,290	677,941
Facility Improvements	426,136	434,836
<b>Total Program Services</b>	<b>6,483,986</b>	<b>5,893,717</b>
Management and General	930,530	805,300
Resource Development	1,079,334	974,010
<b>Total Support Services</b>	<b>2,009,865</b>	<b>1,779,310</b>
<b>Total Functional Expenses</b>	<b>* 8,493,851</b>	<b>** 7,673,027</b>
<b>NET CHANGE IN UNRESTRICTED ACTIVITY</b>	<b>(146,133)</b>	<b>65,612</b>

\* \$415,756 is depreciation. \*\* \$386,585 is depreciation.

# GIVING SUMMARY

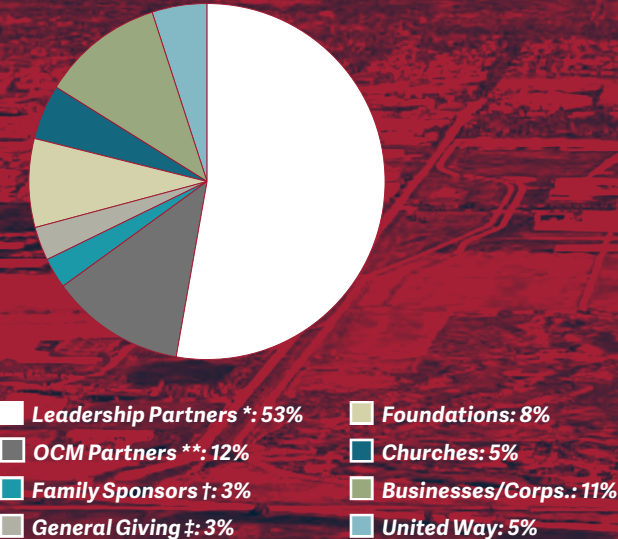
## BY THE NUMBERS: GIVING IN FY2018

 **\$3,260,712 = FY18 GIFTS**  
FY14 = \$2,672,258; FY15 = \$2,912,395;  
FY16 = \$2,967,275; FY17 = \$3,222,060

 **\$6,450,330 = CAMPAIGN**  
Cumulative; JOURNEY OF HOPE gifts are  
above and beyond annual giving.

 **1,756 = ENTITIES**  
FY14: 1,413; FY15: 1,421;  
FY16: 1,529; FY17: 1,669

## BY THE NETWORK: PARTNERS IN COMPASSION



## BY THE MINISTRY: SERVICE OUTCOMES

PROGRAM	OCC	PDP	York	WYFS	WYO	OCCC	EOC	FY18	vs FY17	vs FY16
1st-8th Graders	215	212	95	75	0	0	0	597	535	480
High School & Young Adult	70	41	0	17	0	0	44	172	172	107
Transitional Housing	0	0	0	0	43	0	0	43	28	38
Counseling & Case Management	898	724	10	402	346	270	0	2,650	3,159	3,256
Older Adults	256	0	0	0	0	0	0	256	383	316
<b>TOTALS</b>	1,439	977	105	494	389	270	44	3,718	4,277	4,197

\* Leadership Partners provide \$5,000 or more annually  
\*\* OCM Partners provide \$1,000 or more annually  
† Family Sponsors provide \$300-\$999 annually  
‡ General Giving provides \$1-\$299 annually

# PARTNER CHALLENGE

Outreach is strategically positioned to serve increasing numbers of vulnerable residents in our community, yet our capacity to serve is limited. Growing our total Partners to 1,000 by 2020 will meet demands for more service to more neighbors.

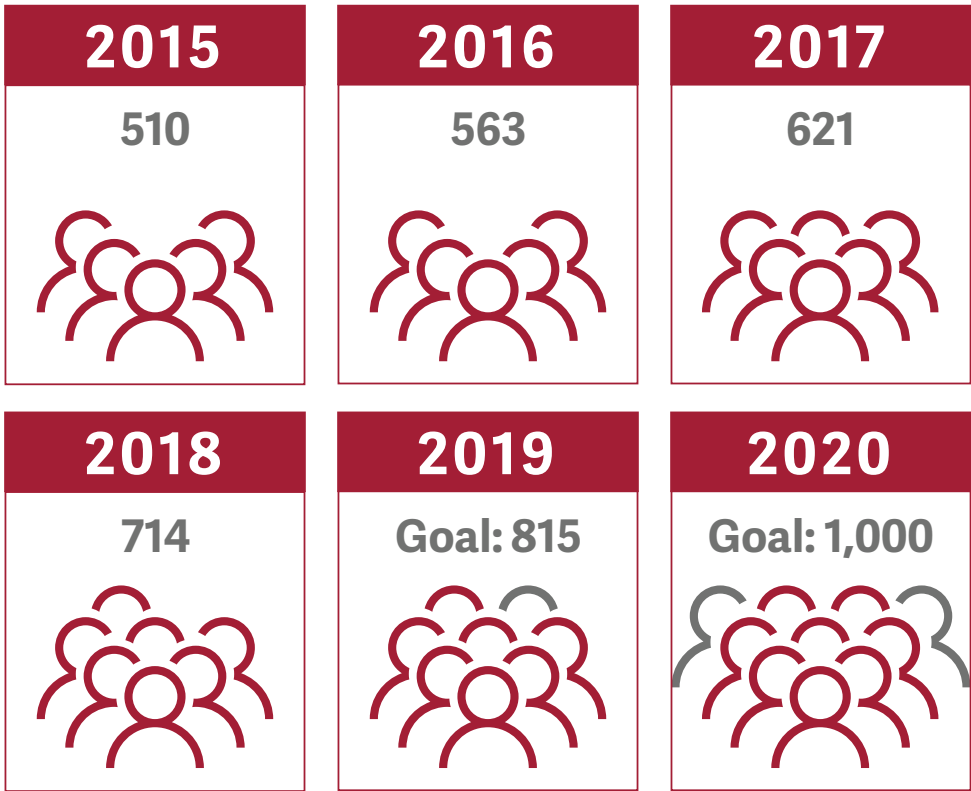
**Gifts matter at Outreach because every person matters.**

- Every person served experiences **hope**.
- Every program offered provides new **opportunities** for success.
- More **neighbors** in our community are supported in their time of crisis.
- More clients come to **know Christ** through Christian teachers, counselors, mentors and staff.

**HOW YOU CAN HELP OUTREACH!**

- Increase partnerships with individuals, businesses and foundations to fill the financial gap to serve more people
- Grow the next generation of investors – those who will infuse compassion ministry in DuPage County in the coming years
- Expand the effectiveness of our endowment through estate plans, current endowment growth and new endowments to provide future residential and educational scholarships

**OUTREACH PARTNER GROWTH CHALLENGE**



# A WORD FROM THE BOARD PRESIDENT

The 2018 Annual Report captures the heart of the compassion ministry and outcomes that take place daily across the landscape of Outreach. I encourage you to take close note of each child, teen, parent or older adult represented on these pages. Observe the life-changes taking place through the mutually-beneficial relationships between mentors, volunteers, Christian staff and clients, students, older adults and families.

Hope restored. Opportunities made possible. Futures made brighter and hearts redirected. When hope is present, new opportunities for realizing God-given potential becomes reality.

The Outreach vision to strengthen families and develop youth is strategic, effective and costly. In at-risk neighborhoods, a wide-range of holistic ministry is made available—educational, faith development, counseling, case management, enriched support services, independence and community for older adults and so much more. It is only through our network of churches, volunteers and financial Partners that our services and the resulting outcomes are made possible.

Outreach is engaged in an unprecedented \$7.5 million JOURNEY OF HOPE funding campaign to provide resources that will address escalating challenges in DuPage County. Through fiscal year 2018, \$6,450,330 has been received—over and above annual giving by the Outreach family. As information reaches you about the upcoming capstone phase, we invite your participation. Pray with us. Give as the Lord leads. Partner with us. Encourage others to join us. The JOURNEY OF HOPE will position Outreach to lead the way in compassion ministry in the future.

DuPage County needs Outreach and Outreach needs you. How will God use you to carry out His work at Outreach in 2019?

As President of the Board, thank you for joining in this journey toward hope and opportunity for thousands in our community. It is a privilege to serve with you in this transforming work.

*Susan M. Herrmann*

Sue Herrmann  
President, OCM Board of Trustees



**BOARD OF TRUSTEES**

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*Chief Financial Officer:* Chase Madigan

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*Director, Warrenville Youth & Family Services:* Angela Mains

*Director, Puente del Pueblo:* Matthew McNiel

*Director, York Community Resource Center:* Alethea Norton

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*Director of Grants Management:* Jill Wiles Wolf

*Director of Volunteer Services:* Mindy Inman

