

# Fact Sheet

## Principles:

- The opportunity to shop at the Christmas Store is offered to clients of the Outreach Community Center and residents of the area served by the Center, with priority given to clients.
- No shopper is denied participation in the Christmas Store due to race, culture, religion or inability to pay.
- Exceptional service is the standard by which we measure every area of the Christmas Store.
- Volunteers are partners in the planning and implementation of the Christmas Store. They are included in as many roles as is possible and feasible.
- Volunteers are given a meaningful assignment, trained, and supported in their role.



## 2018 Data

### Shoppers:

Families shopping at the Christmas Store live within one square mile of the Community Center, situated along two of the poorest Census tracts in DuPage County.

- **350 families shopped for 959 children**
- Families who do not have the financial resources to shop at the Christmas Store are invited to come to the Center to meet with a case manager to determine whether a "Christmas Store Gift Voucher" is warranted.

### Volunteers:

Volunteer work begins in early October and goes through to the day of the store.

- **402 volunteers from 27 local churches, businesses and organizations**
- 1600 volunteer hours served
- Volunteers can sign up to volunteer starting on November 1 by visiting [www.outreachchristmas.org](http://www.outreachchristmas.org)

### Gift Drives:

Much of the success of the Christmas Store depends on gift drives that fill the shopping tables every year. It's a huge undertaking to collect enough gifts for over 1,000 children, from infants to 18 years old.

- 35 churches, businesses, organizations, schools, families, and individuals sponsored gift drives
- 1,972 gifts were collected; 609 of the gifts were ordered from Amazon.com or Target.com

### Fundraising:

The Christmas Store's net proceeds are dedicated exclusively to the Case Management Department the Outreach Community Center. Local businesses and service clubs help underwrite expenses.

- \$23,050 in corporate sponsorships and individual contributions.

## Quotes from Participants

*Our family has experienced some hardship this year due to our hours being cut at work. We didn't have much money to shop for Christmas gifts for our 3 children. My wife and I were thinking to purchase one toy for all of them to share. The toys at the Christmas Store were so affordable that we were able to purchase 2 gifts for each child with the \$35 we managed to save. We also received a free winter coat, some winter wear and pajamas for free for the children! I can't wait to see the smiles on their faces, Christmas will be a special day in our family because of the Christmas Store!"*

*-Shopper*

*"This was my first year doing this event. I thought everything was very well thought out and the items available were such a blessing to the families. There was a couple that I was helping, and they found a walkie talkie set and told me that their son had been asking for weeks if they could buy a set for him. They couldn't afford them in the retail store. When they saw them on the table at the Christmas Store for \$6, they became emotional and were so appreciative that they could bless their son with his heart's desire."*

*-Christmas Store Volunteer*