

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.



2019 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.

- **333 families shopped for 932 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.

- **388 volunteers from over 53 different churches**
- 1800 volunteer hours served
- Volunteers can sign up to volunteer starting on November 1 by visiting 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.

- 30 churches, businesses, organizations, schools, families, and individuals sponsored gift drives
- 2,564 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.

- \$18,041 in corporate sponsorships and individual contributions.

A few words from our families...

*Camilia** was recently in a car accident and could not shop in retail stores due to her injury. Having one place where she could go to purchase gifts for her family was a blessing this Christmas season. She told a staff member that she sensed the love of God in the store and welled up in tears at how loved and supported she felt by the staff and volunteers. Her parting words were "I came in to the Store feeling like a failure, and I left feeling that God loved me and my kids."

*Monica** is the mother of 3 young kids. Her hours at work were recently cut and decided to work Christmas Eve and Christmas day in order to earn enough to afford gifts for her kids. Due to the affordability at the store, she is now able to spend Christmas day with her family.

*Jordan** was trying to make ends meet after her husband walked out on her and the family, leaving her with all the bills. She was evicted from her apartment with her four kids. She was able to shop at the Christmas Store this year and told a staff member that it was a wonderful experience where she could tell how much Outreach was doing for the community.

**Named changed to protect their identity*