

# MEMO

## AGENCY UPDATES AND COVID-19 RESPONSES

-Chris Ellerman, CEO

### A DEVOTIONAL WORD

One of my devotionals last week was so appropriate – it must qualify as a massive command from God for these times....

*“Pray in the Spirit on All occasions with all kinds of prayers and requests” [Ephesians 6:28]*

We do serve a great God. And God is sovereign over all things – so in the midst of this crisis, we trust in this truth and will follow after God. We lean into the crisis to find our Kingdom work. What would Jesus do in these times – what is the assignment he has for us – for our family – for the Outreach family.

### FIRST STEP: SETTING PRIORITIES

The first step in Crisis Management at Outreach was to assess our COVID-19 situation and set our priorities and parameters. Four priorities are guiding us through this crisis:

1. **Safety:** The safety of our staff; our volunteers and our clients.
2. **Ministry:** We serve. We are an “essential service” for many people. How do we safely serve our community within the “new reality.”
3. **Change Management:** *Work remotely and Serve remotely; Backup Plans and Long-Range Plans.*
4. **Financial Security:** Manage finances, re-engineer resource development to retain our staff and community services.

### COMMUNITY SERVICES: OUR CURRENT SERVICE PLAN

- **Our Community Counseling Centers:** At the Outreach Community Center in Carol Stream; at Wheaton Youth Outreach; and at Warrenville Youth & Family Services – these counseling sites are all up and running and fully operational! Through the use of technology – we counsel via the phone, the computer, the internet – “telehealth” conferences – fully licensed and fully acceptable to clients’ insurance.

Crisis Counseling with youth and families at the Police Department is also up and running with enhanced safety procedures.

- **Transitional Housing Services:** At Jubilee Village, at Hawthorne House, in our Host Families – these ministries are also fully operational.
- **Our Neighborhood Resource Centers:** Youth Development Staff remain in place and utilize the phone and internet to support our students with e-learning. One-on-one

coaching sessions with proper safety procedures are “as needed” and to connect with their parents.

- **Crisis Case Management** services at our Neighborhood Resource Centers are also operational, by phone and internet where available; in person, as needed. We expect to be overwhelmed within weeks with families in financial crisis.
- **Older Adults Services:** Our senior citizens at the Outreach Community Center in Carol Stream are sheltering in place in their apartments. Going to the grocery store is a major risk factor for our seniors so we launched our “Shoppers Helper” ministry – volunteers willing to receive a shopping list and LINK Card and head off to Jewel or Caputos then return to the senior’s apartment with their groceries.

#### **RESALE STORES: OUR CURRENT PLANS**

- **Discoveries Resale:** Is closed through April 7<sup>th</sup> to follow the Governor’s orders. The plan is to re-open with enhanced safety procedures as soon as the order is lifted.
- **Jubilee Furniture:** Is closed through April 7<sup>th</sup> to follow the Governor’s orders. The plan is to re-open with enhanced safety procedures as soon as the order is lifted.
- **Jubilee Cars:** Is available to receive donations, by appointment only, in emergency situations. Contact 630-682-1910.

#### **OCM FUNDRAISING EVENTS: SPRING/SUMMER**

- **OCC Spring Dinner:** Was scheduled for March 19<sup>th</sup>. It converted to an “OCC Virtual Dinner” and is currently “live” on our website. [Click here to "join us" now.](#) Spring time donations to OCC provide critical support for the Summer Youth Ministries at the Center, so please consider a special contribution to help us underwrite the summer. [Click here to DONATE NOW!](#)

#### **AT OCM HEADQUARTERS: OUR ADMINISTRATIVE TEAM PLAN**

Our entire Administration and Leadership Team is set up to work remotely from home to the fullest extent possible. They are accessible by phone, email and Zoom, and business moves forward per usual. Please say in touch – we are available!