

MEMO



AGENCY UPDATES AND COVID-19 RESPONSES

-Nate Kaunley, CEO

A DEVOTIONAL WORD

As we celebrate 2021, we know that God is always with us as we continue our mission to Restore HOPE and Provide OPPORTUNITIES.

“Upright citizens bless a city and make it prosper; the whole city celebrates when the godly succeed.” Proverbs 11:10-11

We do serve a great God. And God is sovereign over all things—so during this crisis, we trust in this truth and will follow 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: CONTINUING PRIORITIES

In March 2020, we established Outreach’s Crisis Management for the COVID-19 situation and set priorities and parameters. Four priorities continue to guide us through this pandemic:

1. Safety: The safety of our staff, volunteers and 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. We recently have added limited in-person counseling sessions while following strict safety protocols.

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 also are fully operational.

- Our Neighborhood Resource Centers: Youth Development Staff remain in place. Summer school activities re-opened in July 2020 and remain open for daytime and after-school services, utilizing robust and very successful safety protocols.
- Crisis Case Management services at our Neighborhood Resource Centers also are operational, by phone and internet where available; in person, as needed. As the pandemic continues, we're still assisting many overwhelmed 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 our "Shoppers Helper" ministry continues—volunteers willing to receive a shopping list and head off to Jewel or Caputo's then return to the senior's apartment with their groceries. In addition, some current Older Adults programs such as weekly Yoga, Bingo, Art Group, etc. have resumed with enhanced safety programs and limited participants following state safety protocols.

RESALE STORES: Re-Opened in June

- Discoveries Resale: Re-opened in June 2020 and continues to operate with enhanced safety procedures.
- Jubilee Furniture: Re-opened in June 2020 and continues to operate with enhanced safety procedures.
- Jubilee Cars: Is available to receive donations, by appointment only, in emergency situations. Contact 630-682-1910.

OCM FUNDRAISING EVENTS: SPRING/SUMMER/FALL/WINTER

- **Outreach Community Center's Spring Campaign:** Due to COVID, in place of a large in-person dinner gathering, we're pleased to announce the "[Restore Hope, Build Dreams](#)" [Spring Campaign](#) for the Outreach Community Center. Springtime 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 for kids and older adults. [Click here to DONATE NOW!](#)
- **The Golf, Food & Wine Experience:** This large gathering of donors originally scheduled for June 2020, was held in October 2020 at Butterfield Country Club due to COVID statewide mandates. We were truly blessed to have more than 300 golfers participate in our socially distant event that included golfing, dinner and a silent/live auction to raise scholarship funds for the vulnerable youth we serve. We're teeing up for the 2021 Golf, Food & Wine Experience on June 21, 2021 at Butterfield Country Club in Oak Brook.
- **Hearts of Grace Luncheon:** This annual in-person event to help raise funds for vulnerable women and their families was transformed into a virtual live luncheon in October 2020 that included small watch parties to keep everyone socially distant and safe. Thanks to our generous donors we raised critical funds that will help transitional housing programs for women throughout 2021.

- **Building Brighter Futures Campaign for Warrenville Youth and Family Services (WYFS):** This in-person event was transformed into a virtual campaign last fall. Additionally, WYFS supporters invited family and friends to go online to learn more about WYFS or they held smaller socially distant get-togethers in their homes. Thanks to the many friends of WYFS, we surpassed our 2020 Building Brighter Futures Campaign of \$100,000. Every dollar received is immediately invested in holistic programs that give at risk youth and families in our community the opportunity to thrive. We will be kicking off our 2021 campaign next fall.
- **Leadership Dinners/Christmas Breakfasts:** We held one Leadership Dinner in-person in early November 2020, but the remainder dinners and breakfasts were cancelled due to State of Illinois COVID regulations limiting in-person events to 10 people. However, we sent out our annual report via mail and stayed in touch with generous donors through emails, videos and phone calls. If COVID safety protocols allow, we hope to return to in-person events in 2021.

AT OCM HEADQUARTERS: OUR ADMINISTRATIVE TEAM

Our Administration and Leadership Team are in the office and those who are high-risk due to COVID are set up to work remotely from home. As our employees are considered essential workers many have been vaccinated and continue to follow strict safety protocols to keep their fellow co-workers and those we serve safe. Our OCM team is accessible by phone, email and Zoom, and our organization continues to move forward. Please stay in touch, we're available!