

# Outreach Community Ministries



Restoring Hope.  
Providing Opportunities.

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*Annual College Opportunity Program Tour*





**“In the midst of a seismic shift in the way we operate—there is no shortage of opportunity to deploy our Kingdom resources right here in DuPage County.”**

**OUR MISSION IS TO HELP FOLLOWERS OF JESUS** put faith into action; to connect the local church with its calling to serve the community. This is a big idea! Jesus calls us to a radical lifestyle that places us in the role of steward—stewards over all that is within our control—our time, talents, character; the gospel message; our assets and resources; our social and vocational position; our networks—all to advance God’s word, God’s love, God’s justice and His shalom in our community.

I’m here to bear witness to this—today, in the midst of a seismic worldwide shift in the way we operate—there is no shortage of opportunity to deploy our Kingdom resources right here in DuPage County. And in particular, to do so where Outreach has its mission focus—connecting with the most vulnerable in our community, creating opportunities for everyone to reach their God given potential.

Our community is at a critical crossroads right now. The local church, in partnership with Outreach, is strategically positioned in five of the county’s most vulnerable communities to serve our neighbors in the name of Jesus, with grace, hope, love and opportunity.

Rev. Tim Keller of Redeemer Presbyterian in New York City, notes that the “righteous”—the local church—“are the just, the people who follow God’s heart and ways and who see everything they have as gifts from God to be stewarded for his purposes.” Proverbs 11:10 sheds light on the outcome when the righteous fulfill this calling—“When the righteous prosper— those who are vulnerable rejoice”. When the righteous prosper, they lift up their community and their community rejoices—their community experiences God’s shalom.

The upside-down turmoil from the pandemic we are in; the call for racial reconciliation; the intense clash of cultural values—these are no small challenges for the local church and for our ministry. I suspect from God’s perspective these challenges are strategic opportunities for his followers to step into the void with his presence and to lead with his truth.

This report covers outcomes for the past year—primarily before the pandemic arrived. Right now, the communities we serve are under siege by unemployment, financial hardship, e-learning disruption, a sense of despair. *Outreach is in a strategic position to lean into this challenge!* We have re-invented our service models to meet the new service reality, despite being under siege financially. I cannot think of a more important time in my forty-three years of mission for the righteous to step forward. I invite you to review this report with an eye and heart for God’s call to you—how you, your family, your church and your business can step into the gap and transform despair into hope with God’s love, God’s justice, and God’s shalom.

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. In March 2020, when COVID-19 hit, OCC adjusted all services to accommodate the community as everyone began sheltering in place. Whether it was telehealth sessions in counseling or Zoom class with our students, maintaining relationships was high priority. We began re-opening with limited summer programs including onsite youth development and family support services operating under new safety protocols.

### Youth Development

In the spring of 2020, when the public schools were closed, OCC Youth Development Staff worked closely with District 200 and every student was provided a Chromebook to ensure eLearning would continue during the shelter-in-place order. OCC teachers worked hard to connect with students daily to check homework and to check in with each family around their basic needs. The Superb Student and College Opportunity Programs returned to on-site programming in the summer.

**Jubilee Neighborhood School** is an educational program that partners with parents and schools to support the academic achievement and social and emotional development of 1<sup>st</sup>–5<sup>th</sup> 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 99 students**

**Superb Student Program** is an after-school program for 6<sup>th</sup>–8<sup>th</sup> 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. **• Serving 55 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, college and vocational training, scholarships and support in transitioning to college. Each spring, students take a spring break trip to visit colleges and universities across the country. Unfortunately, due to COVID-19, the Spring Break College Tour was cancelled for this year. **• Serving 66 students**

### Family Stabilization

**Case Management** services assist people with a variety of concerns including financial struggles, housing needs, legal issues, childcare needs, emergency food, accessing and navigating public systems, budget counseling and information on employment opportunities. The economic changes due to COVID-19 had a significant impact in the neighborhood served by OCC. Requests for financial assistance were up 100% with OCC providing \$25,000 to local families.

100%

of Junior High and High School students remained in "Good Standing" in school and the community with no school suspensions, expulsions or law enforcement contacts

98%

of students enrolled in elementary programs remained in good standing

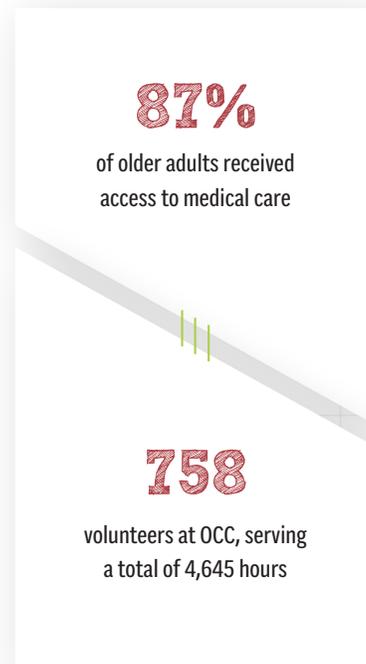
100%

of students enrolled in elementary school programs met standards for grade level

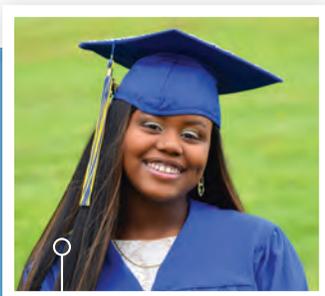
Each December, Case Management leads OCC's Christmas Store, where gifts donated by the community are sold at 75% off the retail price to 400 neighborhood families. All proceeds are designated back to OCC for families in crisis through case management services throughout the year. **• Serving 636 individuals**

**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 Older Adults Program partners with the Mood and Memory Clinic at Wheaton College, which provides mental health services. The pandemic had a significant impact on programming. Once the shelter-in-place order took effect, over 100 of our seniors required assistance with grocery shopping and 25 volunteers jumped in to help immediately. **• Serving 329 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. Psychological testing services by trained psychologists are offered at a manageable fee for students who might otherwise wait months or years for similar testing through the public school system. **• Serving 289 individuals**



## Since 2004, Outreach has provided support and guidance to over 100 students through the College Scholarship Program



### Melanie's Story

Carmelita Jones moved her family from the south side of Chicago to Carol Stream to ensure her children received a good education in a safe and supportive environment. "This was a major decision," she said, "My goal was to keep the streets from getting to my son and to meet Melanie's (need to be academically challenged) and to be an example to my oldest daughter."

Connecting with the Outreach Community Center (OCC) was a blessing for the Jones family. When Melanie was in middle school, her older brother, Melvin, shared with her his positive experiences in the College Opportunity Program (COP), so she was eager to join the Program when she reached high school.

During her four years at OCC, Melanie received academic support, leadership training, college and career counseling and faith-based support that reinforced her drive and passion. "I really developed my faith at Outreach because it is a Christian-based community center," Melanie says. "Through my faith, people have seen the light in me because of the way that I believe in God." In her junior year, Melanie co-founded the Black Student Alliance at Wheaton North High School, explaining, "That was one way that I really looked into my identity and also what pushed me to an HBCU (historically Black colleges and universities)—having that cultural experience, that you also get here at Outreach."

Melanie just started her freshman year at Howard—a dream come true. "Coming from a single parent home, I'm no stranger to financial struggle. So, being able to know that you have a support system financially, spiritually, emotionally, mentally and physically is absolutely amazing." Melanie plans to major in journalism, with a focus on investigative or broadcast journalism. Her mom could not be prouder, "My hopes and dreams are that she becomes everything she sets out to be and will be able to say she has no regrets."



## 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. The staff of Wheaton Youth Outreach shifted all its services when the COVID-19 pandemic hit. Therapists pivoted to telehealth sessions with clients within one week, and case management services increased substantially. While as many as half of our women living in transitional housing were laid off during the sheltering in place, 100% of them were back to work within 8 weeks.

### 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 76 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. WYO therapists recommend and provide clinical treatment options and social services to meet the needs of the individuals or families in crisis. **Serving 213 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 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 66 individuals**

Of those who completed therapy, 77% of counseling cases at WYO saw an increase in overall health and or functioning



68%

of residents at Jubilee Village and Hawthorne House obtained a new job since entering the program

70

volunteers served 5,589 hours at WYO in FY20

88%

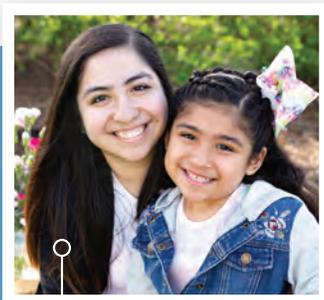
attended college or a job training program while taking part in the transitional housing program

## 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 to 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 Transitions Program staff. Residents are responsible to 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 6 young women**



**Jubilee Village** is a transitional housing program for single, homeless mothers, ages 18 to 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 had stable childcare upon exiting the program. 📍 **Serving 22 young women and 21 children**



### Giselle's Story

Late in her senior year of high school, at just 17 years old, Giselle discovered she was pregnant. Teen Parent Connection, a sister organization to Outreach Community Ministries, offered her support throughout the pregnancy and referred her to Jubilee Village at a time when she needed it most. She confided, "at the time, my home life was not ideal."

It was not an easy decision for Giselle, "I just didn't know how I was going to do it by myself in my own place." She considered herself to be a little shy but found that having people to talk to that were in a similar situation was comforting. She also counted on her house parents and case manager who were always there for her, saying "My case manager helped with my finances and applying for FAFSA—with anything, really."

This supportive environment allowed Giselle to shape a new future for herself. She completed her culinary degree at College of DuPage and is pursuing a career in an industry she loves. Giselle was recently hired by Northwestern Hospital as the Assistant Cook, where her boss is mentoring her in her quest to become an Executive Chef.

Living in a Christian community at Jubilee Village brought Giselle to have faith in God. Her house parent, Emily, played a part. "Emily was involved in my faith journey just by caring, for starters. Then she would voice her faith and talk about God, and we would always pray before communal meals. That always got me thinking, 'I should probably read the Bible,' you know, get into it, see what it's all about, because I never got to do that. And then something about the Bible that really got to me was knowing that I was loved by God. That is a feeling that nobody else can give you. So, that was very special to me. That's why I got baptized last December."



## Warrenville Youth & Family Services

Warrenville Youth & Family Services (WYFS) is a multi-purpose community service agency benefitting the greater Warrenville area. WYFS made significant adjustments to its service models once the COVID-19 pandemic hit the Warrenville community. Initially, the Quest program went to virtual gatherings and homework assistance but by summer, we were back on site in a limited capacity. The Counseling program conducted all sessions through telehealth or over the phone, and demand for case management services went up significantly.

### 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 engage them in community service projects. **Serving 65 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 9 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 District was launched where WYFS therapists are on call to provide mental health support to victims as needed and requested by the firefighters. **Serving 217 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 168 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.

92% of those who asked for assistance with housing and utilities were able to maintain both housing and utilities

89%

of clients that successfully completed counseling at WYFS saw their relationships improve



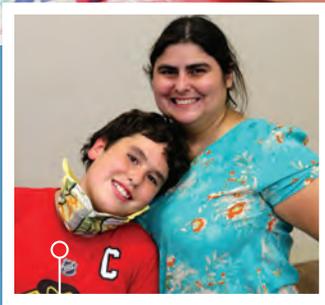


76

volunteers (including Discoveries) donated 3,152 hours of service

90%

of Quest students maintained or improved their overall GPA



### WYFS Success Story

"WYFS has had a significant impact on our lives. Prior to connecting with WYFS and the Quest program, we had been having a really tough time." shares a tearful Jenna, Derek's mom. Derek's behavior was a significant challenge, and she needed help. Their 'army of support' as she puts it, was headed up by WYFS, with teachers, counselors and staff, Derek's LINK Mentor, Marty, and his support network at school. Between the academic support, organizational structure and the unwavering commitment of his mentor, Derek has made substantial improvement in his behavior and attitude.

Jenna added, "For the first time we had one organization that was working with the schools, supporting Derek and talking with me to be sure we were all using the same strategies that would be most successful. Derek has grown so much. He has become more independent; he's doing well in school and he's able to manage his emotions better." Derek said, "Last spring when we had to do school at home, both Mr. Jacob and Mr. Marty helped me with my homework. That made learning at home a lot better for me. I really like knowing I can talk to them if I need anything." Jenna closes with, "I can't even imagine what it would have been like if we didn't connect to WYFS. It has made all the difference in our lives."



## 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. Outreach serves at Puente on behalf of Wheaton Bible Church, providing consultation, management and community services. While no one could have predicted COVID-19, the adjustments made to accommodate the needs of the community were significant. Working closely with School District 33, PdP contacted each student everyday throughout the spring. PdP went back on site on July 1, 2020, for the summer program.

### Youth Development

**Puente del Nino: Elementary School** provides 1<sup>st</sup>–5<sup>th</sup> 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 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. This year, due to COVID, the summer program ran for six weeks.

● **Serving 116 students**

**Puente del Futuro: Middle School** provides 6<sup>th</sup>–8<sup>th</sup> 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 58 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 49 students**

100%

of Middle School  
Students maintained or  
improved overall GPA

100%

of elementary students  
met standards for  
grade level

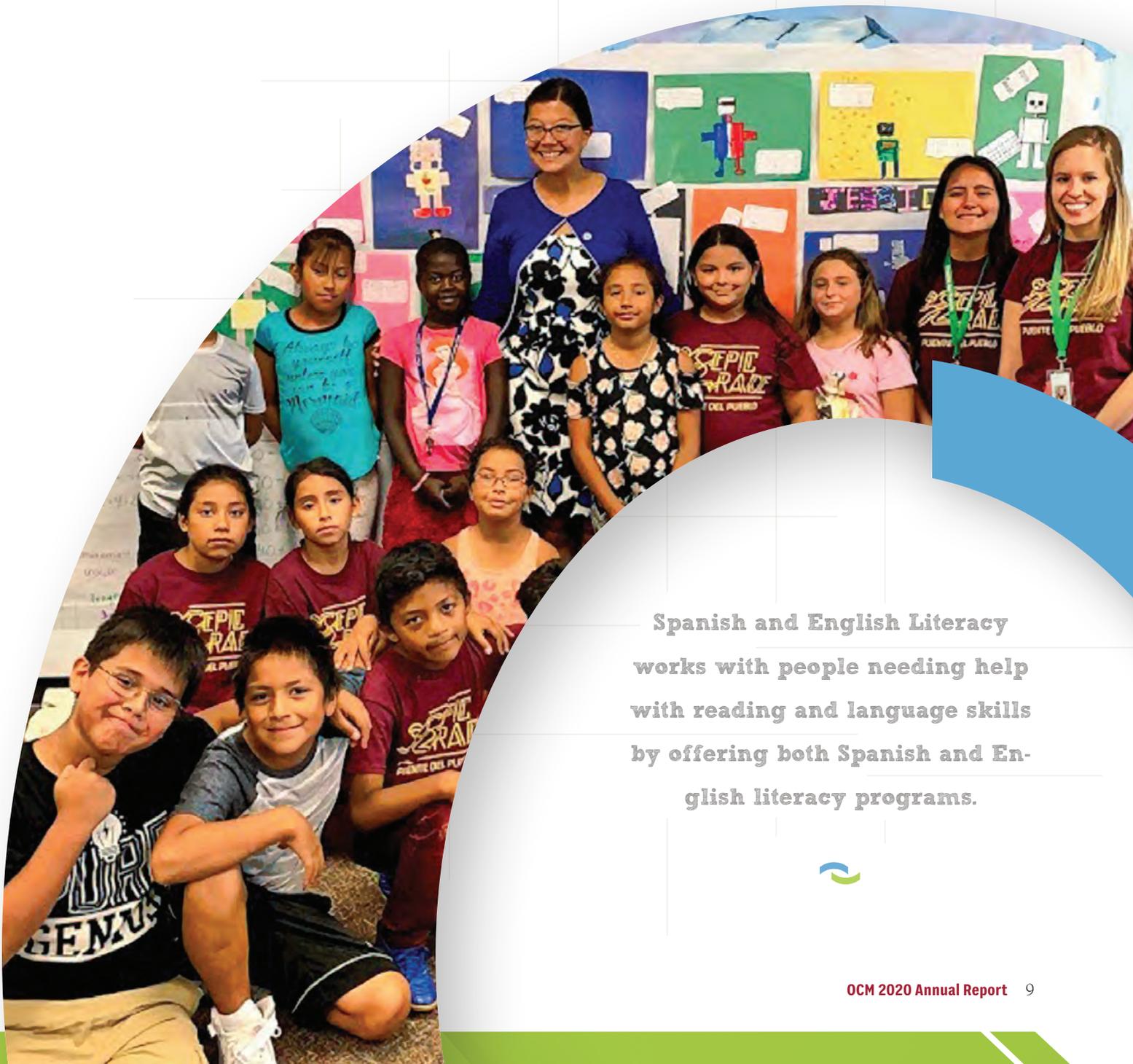
80% of High School Students achieved  
a GPA of a C or better in both  
reading and math



## Family Stabilization

**Spanish and English Literacy** serves 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 32 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, relationships, spiritual care, resources and financial assistance. **• Serving 1,262 individuals**



**Spanish and English Literacy works with people needing help with reading and language skills by offering both Spanish and English literacy programs.**





## York Community Resource Center

York Community Resource Center (YCRC) is a multi-purpose neighborhood resource center serving residents of southern Villa Park. The resource center operates at the Taiwanese Christian Reformed Church, located on Myers Road in Lombard, and the Junior High program is located at the Lombard Christian Reformed Church, also on Meyers Road. When the COVID-19 pandemic made it necessary for the schools to close, YCRC shifted its services to ensure students and parents were being supported academically. In addition, YCRC joined other organizations to staff the food distribution center located at Stevenson Elementary School. Each week for several months, over 100 families received bags of food to help during this difficult time.

### Youth Development

**Elementary School** programs at York coordinate with the public schools for children in 1<sup>st</sup>–5<sup>th</sup> 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 46 students**

**Middle School** programs are offered after school and all day in the summer that support students in 6<sup>th</sup>–8<sup>th</sup> 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 55 students**

100%

of those who consistently attended had no school suspensions or incidents with law enforcement

In FY20, York Community Resource Center utilized 36 volunteers that served 451 hours



Of those who consistently attended the junior high program at York, 75% held a GPA of a C or better in both Math and English





## Employment Opportunity Center

The Employment Opportunity Center is a comprehensive employment training program for young adults ages 18-29 living in DuPage County. The spring of 2020 found many of the EOC participants at a standstill due to the sheltering-in-place order because of COVID-19. With Jubilee Furniture and Discoveries closed for several weeks, the participants were out of work. EOC was back to full speed by June. The components of the Center's program include:

21

participants were served in FY20

100%

of those who completed the program in FY20, gained job readiness skills.

**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 test that provides the necessary high school diploma or GED.

**Paid Work Experience** is offered right as participants enter the program and is conducted within Outreach's social enterprises or community service sites.

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

**Paid Internships** in the private sector in the area of their career interest are secured by the participants once they have successfully completed their initial work experience goals and job class.

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

**Permanent Employment** is secured with the assistance of the EOC staff either at the internship site, in a related position, or the participant enrolls in college, technical school or a vocational training program.



### EOC Success Story

Liliana was born and raised in a small Georgia town. In 2014, she met her soon-to-be husband and moved to Illinois. It was a scary and difficult time for her, not knowing the area or having any friends or family nearby. She recalled, "I think it was a little dark for me, just trying to figure out where to start my new life."

Liliana lived only a few blocks from the Outreach Community Center and thought this may offer resources to help her find new employment opportunities. She had a job, but confided, "I went to work every day on the edge of tears. I knew there was more out there for me, I just needed help getting started."

She began attending classes at the Employment Opportunity Center (EOC) where she learned job skills that equipped her with newfound confidence. Initially, she was anxious, "I didn't know how to write a resume and I was nervous speaking on the

## 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.

Due to the COVID-19 pandemic, our resale store revenue was impacted significantly. FY20 sales were tracking closely to FY19 results until the time of the shutdown. Fortunately, our staffing expenses during were covered by funds received through the Paycheck Protection Program.

### 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 totaled \$640,000 in FY20 compared to \$779,000 in FY19. Net profits from the store, which directly support OCM ministries, totaled \$275,000 in FY20 compared to \$419,000 in FY19.

**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 in FY20 to help run the store and served over 500 local residents. The store was on pace to generate a modest profit in FY20 prior to the COVID-19 shutdown. All profits support Warrenville Youth & Family Services.

**Twice is Nice Resale Store** is a resale store serving the residents of Carol Stream. It is owned and operated by College Church in Wheaton for the benefit of the Outreach Community Center in Carol Stream. The store donated \$84,000 in FY20 for the Community Centers.

### 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! We received over 50 vehicle donations in FY20, seven of which were provided to Outreach program participants, and over 40 were resold to support the Cars ministry and Jubilee Village.



**"Outreach's four social enterprises represent the very best in Kingdom stewardship."  
—Chris Ellerman**

phone," said Liliana, "but having someone beside you saying, 'This is what you're going to do and this is how you do it,' was something I needed." She continued, "They gave me the confidence to work with new people. And the fact that everybody is so respectful, so polite, made me say, 'Okay, the world's not as scary as it seems.'"

Once Liliana completed her training, she worked reception at the Outreach Community Center, greeting clients and managing the phones in both English and Spanish and other administrative functions. She appreciated the structure of coaching from her supervisor, evaluations and incentive programs - and thrived in her position.

Now, Liliana thoroughly enjoys her Customer Service & Marketing role at the Wehmer Corporation, a dental equipment manufacturer in Lombard. Alaina Berg, EOC Program Services Coordinator, shared, "One of our donors had a position he was interested in filling and asked if there was anyone from our Employment Opportunity Center we would refer. We immediately thought of Liliana." It has been a great fit, and Liliana envisions her future growing within the organization.

# Financial Summary

## Outcomes Report

**Revenue:** In the fiscal year ending June 30, 2020 (FY20), revenue was greatly affected by the COVID-19 pandemic—specifically, a reduction in Private Support and Events, and Earned Income from our Resale Stores. As a result, we finished FY20 with a net loss of \$484,192. We are fortunate to have received a forgivable loan through the Paycheck Protection Program, which when applied to FY20 will cover the year’s net loss.

**Expenses:** Key leadership positions were filled in FY20 as we continue to improve our management infrastructure to support a growing and programmatically diverse organization. FY20 net expenses decreased 8% from FY19, from a reduction in Resource Development expenses resulting from cancelled events due to COVID-19, and a reduction in programmatic expenses, also in response to COVID-19.

## Looking Forward

**Income:** Our immediate goal in fiscal year 2021 (FY21) is to return to pre-pandemic funding for the new year. This is a challenge, but we are working to adapt quickly to the current environment. The long-range plan is to have Private/Institutional Support and Earned Income each provide 40% of our annual operating revenue. These sources currently represent 41% and 34% of our operating revenue, respectively. This growth in Earned Income will allow Outreach to increase service capacity as outlined in our 2025 Vision Plan. We also strive to one day yield 10% of total annual revenue from long-term endowment support.

**Expenses:** In FY21, our plan is to maintain our current ministry and staffing levels during these challenging times. We are continuing to provide all of our services to our community in a time when there is great need and a demand to increase these services, which is stretching our staff to their outer limits.

**‘For I know the plans I have for you,’ says the Lord. ‘They are plans for good and not for disaster, to give you a future and a hope.’**

— Jeremiah 29:11 —

# Ministry Summary

## By Service Outcomes // FY2020

### BREAKDOWN FOR FY20

	OCC	PDP	York	WYFS	WYO	OCCC	EOC	Total
1 <sup>st</sup> –8 <sup>th</sup> Grade	154	174	101	74	—	—	—	503
High School & Young Adults	66	49	—	—	—	—	21	136
Housing	—	—	—	—	49	—	—	49
Counseling	—	—	—	217	213	289	—	719
Case Management	636	1,262	—	168	66	—	—	2,132
Older Adults	329	—	—	—	—	—	—	329
<b>TOTALS:</b>	<b>1,185</b>	<b>1,485</b>	<b>101</b>	<b>459</b>	<b>328</b>	<b>289</b>	<b>21</b>	
							<b>TOTAL:</b>	<b>3,868</b>

Revenue	FY2020	FY2019
Private Support & Events	1,858,999	2,439,219
Institutional & Church Support	695,415	661,602
Public Grants Support	1,170,581	1,041,681
United Way of Metro. Chicago	144,810	176,600
Earned Income	2,134,194	2,445,864
Outreach Community Services, Inc.	204,074	468,422
Miscellaneous Income	10,536	26,116
<b>Total Operating Revenue</b>	<b>6,218,609</b>	<b>7,259,505</b>
Campaign & Endowment Funding	627,256	648,364
<b>Total Operating &amp; Unrestricted Revenue</b>	<b>6,845,865</b>	<b>7,907,869</b>

Expenses	FY2020	FY2019
Wheaton Youth Outreach	1,181,623	1,163,644
Warrenville Youth and Family Services	881,850	830,753
Outreach Community Center in Carol Stream	1,972,453	2,140,178
York Community Resource Center	265,734	269,394
Social Enterprises	478,984	488,621
Church Partner & Consulting Services	576,381	538,779
Outreach Community Services, Inc.	283,717	607,735
Facility Improvements	83,140	179,867
<b>Total Program Services</b>	<b>5,723,883</b>	<b>6,218,970</b>
Management and General	1,198,292	1,066,178
Resource Development	828,819	1,122,568
<b>Total Support Services</b>	<b>2,027,111</b>	<b>2,188,746</b>
<b>Gross Expenses</b>	<b>7,750,993</b>	<b>8,407,716</b>
Less Depreciation	(420,937)	(424,211)
<b>Net Expenses</b>	<b>7,330,057</b>	<b>7,983,505</b>
<b>NET CHANGE IN UNRESTRICTED BALANCE</b>	<b>(484,192)</b>	<b>(75,637)</b>

## Giving Summary

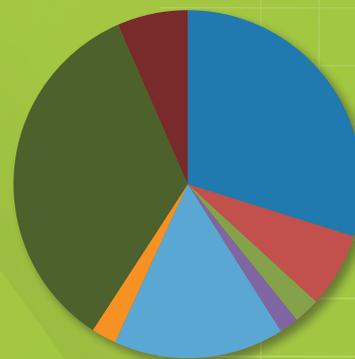
### By the Numbers // Giving in FY2020

**1** Charitable giving from individuals and institutions totaled **\$2,709,760** in FY20 compared to FY19: \$3,277,421; FY18: \$3,111,073; FY17: \$3,222,060; FY16: \$2,967,275; FY15: \$2,912,395; FY14: \$2,672,258;

**2** Over and above Annual Giving, **JOURNEY OF HOPE** campaign gifts through June 30, 2020, totaled: **\$7,254,136** on a goal of **\$7,500,000**

**3** Outreach Partners totaled **704** in FY20 with a goal to reach **1,000** OCM Partners by 2021.

### By the Network // Partners in Compassion



■ Private Support & Events: 30%
 ■ Public Grants Support: 16%
 ■ Corporate Giving: 2%
 ■ Outreach Community Services: 6%
 ■ Earned Income: 34%
 ■ Church Support: 2%
 ■ Foundations: 7%
 ■ United Way of Metro. Chicago: 2%



## ***A Word from the President***

*of the Outreach  
Community Ministries  
Board of Trustees*

**AS YOU READ THIS ANNUAL REPORT**, take note of the story of each child, teen, parent or older adult represented. Their stories personify the mutually beneficial, life-changing relationships that are cultivated daily in the lives of our clients, staff and volunteers.

Our ministries are strategically designed to come alongside those in distress and offer tangible hope for the future. The Outreach family of support makes this possible. Without our Partners and volunteers, we couldn't do what we do best—restore hope and provide opportunities for people to become all that God intends them to be.

When people come to Outreach, they lack more than resources. They lack hope. When we work with an individual or family, the first step on the journey is to restore hope. Only when hope is reestablished in someone's life can they grasp new opportunities and realize their God-given potential.

The mission focus at Outreach is to strengthen families and develop youth. Our approach includes a commitment to community-based services in at-risk neighborhoods. Services offered include a holistic range of compassion ministries: human service, educational, community development and faith development activities.

As you hear more in the coming months about plans to expand capacity in 2021 (in response to the disruption caused by the pandemic), I ask you to consider how you can engage in new and meaningful ways in this restorative mission. Partner with us. Take action to bring leaders in your sphere of influence to talk about the vision for ministry at Outreach. Encourage your friends to engage in this meaningful work through events or volunteer opportunities.

As President of the Board, thank you to the Trustees for their wisdom in leadership as they prayerfully guide the mission of Outreach Community Ministries. Thank you to Community Board members at the Outreach Community Center in Carol Stream, at Warrenville Youth & Family Services and at the York Community Resource Center for your dedication to service; and thank you to the volunteer leadership of Hearts of Grace, the Golf event, James 1:27, Jubilee Furniture and Discoveries Resale Shop. To the army of volunteers and financial partners, and on behalf of each life made better because of your investment, thank you.

DuPage County needs Outreach and Outreach needs you. How will God use you to carry out His work at Outreach in 2021?

Steven Whitmer, *President*  
*Outreach Community Ministries Board of Trustees*

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**“Without our Partners  
and volunteers, we  
couldn't do what we  
do best—restore  
hope and provide  
opportunities for  
people to become  
all that God intends  
them to be.”**

**—Steve Whitmer**



**Board of Trustees**

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**Hearts of Grace Action Board**

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Kaye Filkin, Berni Graham, Sue Herrmann, Tina Keenon, Annette O'Callaghan

**Outreach Leadership**

Chris Ellerman, *Chief Executive Officer*  
Vanessa Roth, *Chief Operating Officer*  
Chase Madigan, *Chief Financial Officer*  
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Fredia Martin, *Vice President, Strategic Development, Events and Communications*  
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Mindy Inman, *Director of Volunteer Services*  
Brian Lux, *Director of Clinical Services*  
Angela Mains, *Executive Director, Warrenville Youth & Family Services*  
Matthew McNiel, *Executive Director, Puente del Pueblo*  
Alethea Norton, *Director, York Community Resource Center*  
Vanessa Roth, *Interim Director at Wheaton Youth Outreach*

**Member Agency of**

