You made hope possible in 2020!

Thank You! As we begin 2021, we are grateful for the provision made possible in 2020 because of you and your generosity.

In the pages of this Annual Report, you will see how your gifts helped nearly 500 youth and youth adults overcome adversity, receive basic needs, secure employment, find housing, complete their education, achieve stability and life transformation, and experience a loving and caring supportive community.

Lives are changing in the name of Jesus, prayers are being prayed, youth are known and loved, and HOPE is found because of you and your commitment, dedication, and continued support for our youth and young adults!

A LETTER FROM OUR CEO

It goes without saying that 2020 was a year unlike anything you or I have experienced before. That held true not just for us as individuals, but for Outreach as an organization as well. In January we were planning for a new year, and by February we began planning for this coming thing called COVID.

Throughout the following months, we like so many other organizations had to change how we did virtually everything. We made challenging decisions as a team, often weekly, in our attempt to best care for, serve, and continue to walk with the young individuals who are a part of the Outreach community. Our staff flexed in more new directions than I have ever seen.

And yet youth were cared for. Our ARCH team went to our high school students and helped many of them move to online learning, which for someone who is homeless and all the public wi-fi locations are closed, is almost impossible. Twenty-eight of those students did the impossible and graduated in 2020.

We discovered early on that food pantries run by faithful volunteers around the city would no longer be open. Many of our youth were stuck with no means of public transportation (the busses quit running) and no access to reliable food. Our team, led by Volunteer Manager Megan Rhea, created from scratch a food delivery system across Marion County that served as many as 94 youth a week, and continued at different scales of size through all of 2020. By mid-year, this entire program was run and carried out by a completely volunteer team.

Our program center – which for 23 years had been based on the handshake, the hug, and the high-five to communicate acceptance and love – had to completely reboot in a world where six feet distance at all times was the minimum. Where we have worked hard to create an “everyone come in” environment, we had to find a way to say 30 people at a time was the max, and do it in a way that still said, “we want you here.” Our staff did it, and we had over 480 youth come through our doors, even though those doors were closed for one-month last year as we reworked everything. By the fall, masks were normal, temperature checks for everyone were not weird anymore, and the program center was full of laughter once again.
At a time when we were working hard to avoid group gatherings and corporate events, so many of you who faithfully volunteer for us had to rethink what that meant. Our volunteers found new ways to serve, to give, to love. The creativity of so many people who refused to let our youth be put to the side was unbelievable and incredibly inspiring. We have always known that our volunteers are the real engine that makes Outreach succeed. This year proved that in immeasurable ways.

In a year of financial uncertainty with historic unemployment, we saw hundreds of people still choose to sacrifice at great lengths and give to make sure these young individuals were cared for, and that Outreach was here to provide some of that care. So many people gave in such miraculous and generous ways in 2020 that we ended the year within our budget when thousands of non-profits nationwide were forced to close their doors and not reopen.

2020 was a very difficult year for many of us personally. We are not out of those challenging times yet as a community or as individuals. But Outreach has always told the very true story of love, of laughter, and of hope in the face of incredibly difficult circumstances. Every youth that has ever been a part of Outreach has that story in common. We are so grateful that this story of Good News in difficult times continues. Hope is our key word. Hope is our vision and goal at Outreach. As a staff and board, we believe that Hope is found in Jesus. It is in Him that we walk with courage into challenging times. It is His grace, His forgiveness, His love that allows us to Hope. We can never forget that Hope shines brightest in the darkest of days. Thank you for being a part of this story, this life changing community. Thank you for bringing Hope this year for all of us!

My prayer for each of us is to know this Hope better than ever in the coming year.

Jason Chenoweth
CHIEF EXECUTIVE OFFICER

2020 BOARD OF DIRECTORS

Sandy Duncan
BOARD PRESIDENT

Daniel Waninger
TREASURER

Susan Rozzi
SECRETARY

Ana Alfonso Pallikan
Jim Freeman
Robert Gray
David Leazeny
Matthew Richards
Julie Wendel
2020 YEAR-END SUMMARY

482 YOUTH AND YOUNG ADULTS SERVED

- 218 WOMEN
- 254 MEN
- 6 TRANS WOMEN
- 4 GENDER NON-CONFORMING

58% AFRICAN AMERICAN

27% WHITE / CAUCASIAN

8% POLY-ETHNIC

4% HISPANIC / LATINO/A

3% OTHER

<1% AMERICAN INDIAN / NATIVE AMERICAN

3,013 MEALS PROVIDED

1,624 FOOD DELIVERY DROP-OFFS

594 LAUNDRY SERVICES USED

141 YYA PARTICIPATED IN PRAYER

588 BUS PASSES PROVIDED

1,299 CLOTHING PANTRY VISITS

10,295 HOURS OF INTERACTION

490 SHOWERS TAKEN

317 YYA HAD HISTORY OF FOSTER CARE

56 YYA WERE IN FOSTER CARE WHILE 16+

1,299 FOOD BAGS PROVIDED

588 YYA HAD HISTORY OF FOSTER CARE

166 MEALS PROVIDED

965 FOOD BAGS PROVIDED

490 SHOWERS TAKEN

317 YYA HAD HISTORY OF FOSTER CARE

56 YYA WERE IN FOSTER CARE WHILE 16+

1,299 CLOTHING PANTRY VISITS

- 3 -
DID YOU KNOW?

Outreach Youth and Young Adult (YYA) Coaches, staff, and volunteers offer a community of intense connection for the youth we serve. Outreach's relationally driven programming is vital for the youth to achieve transformation in stability, capacity, and holistic health.

The longer a youth is connected with Outreach, and the more deeply engaged they are with Outreach staff, the more likely they are to experience statistically significant, positive changes in coping skills, goal setting, decision making, post-school engagement, stable housing, and spiritual growth.

“When I first came to Outreach, I had so many people on my side...To find a place where they helped me with everything, it made me think, ‘I can keep going. This isn’t the end. This too shall pass.’”

Essence Hall
CURRENT OUTREACH YOUNG ADULT

252
CASE MANAGEMENT REFERRALS

- 6 LEGAL ASSISTANCE
- 17 DRIVER’S LICENSE / PERMIT
- 21 MENTAL HEALTH
- 25 FOOD STAMPS
- 32 HEALTH INSURANCE
- 68 ID / BIRTH CERTIFICATE / SSN
- 83 EMPLOYMENT
YOUTH CELEBRATED

Throughout the year, Outreach sought new and excited ways to celebrate the youth we serve. Thank you to the organizations and groups who helped make the following celebrations possible!

3rd Annual Shoe Drive  Food Delivery  Graduation

Summer Cookouts  Opening of Southside Location  Thanksgiving / Christmas

CORE VALUES

RELATIONSHIP

To love, know and be known by one another and by God. We offer meaningful relationship with presence and dignity, speaking truth in love and offering consistent and loving support.

ADVOCACY

To support and act on behalf of another. We offer opportunities for change, assistance with basic needs, and defend the interest of homeless young people. We speak, aid, and plead on the behalf of our youth in unity.

SUSTAINABILITY

To build endurance and support. We offer hope and self-worth for the future, empowering youth instead of enabling, and focus on physical, emotional, social, intellectual, and spiritual progress. Through relationship, we increase capacity to endure and persevere by instilling habits towards healthy living.
In 2020, students' academic life and in particular high school seniors saw many of their rites of passage, such as attending prom and walking across a graduation stage, uprooted due to the pandemic. For students experiencing homelessness, the struggles caused by the pandemic loomed even larger as they sought to find “home” during stay at home orders in addition to trying to complete their senior year of high school.

Lydia Speler, Director of Youth Services, had the privilege of walking along side Katrina,* a senior at Arsenal Tech, during this challenging time. Katrina couch surfed at the homes of friends for most of 2020, but when the pandemic hit, relational conflict festered and she had to find a hotel to stay in for a few months to complete her senior year.

As Katrina diligently worked to complete her school courses, Outreach provided food assistance, thanks to the food delivery program, to ease some of the financial burden she faced. Together, Katrina and Lydia navigated the complexity of college admissions, financial aid, and staying up to date on school communications. Determined and courageous, Katrina completed her graduation requirements and was accepted into ISU for fall 2020!

Celebrations and rites of passage looked very different this year, though even more celebratory for students like Katrina who overcame homelessness and still graduated from high school. On graduation day, Katrina proudly wore her cap and gown and because of the generosity of the Outreach family received a new laptop and backpack to be used at ISU.

Join us in celebrating Katrina and the other twenty-seven young adults who graduated this year!

*Name changed for privacy
At the onset of the pandemic, the main program center closed temporarily and reopened with limited hours, resulting in fewer hours of interaction between youth and young adults, YYA Coaches, staff, and volunteers; still, nearly 1,500 hours of interaction occurred just during food and supplies deliveries – providing a sense of safety and human connection.

Because of YOU, nearly 100 youth received meals, grocery boxes, hygiene and cleaning supplies twice weekly, delivered by Outreach staff and volunteers. Thank you!
Outreach meets the long-term psychological and self-fulfillment needs of youth and young adults (YYA) experiencing homelessness through authentic, trusting relationships with key adults. YYA Coaches who work with our youth provide one-on-one case management, assist with accessing social services, and help youth develop goals in education, employment, and housing.

Providing such individualized case management bridges the gaps between attaining basic needs, high school or secondary education, employment, and housing, and sustaining those achievements.

Your generosity makes this possible!
IMPACT

Outreach continually adapts to the needs of youth facing homelessness – needs made even greater in the current environment of global pandemic, economic uncertainty, and social and racial unrest.

To reach and serve more youth, particularly in hotspots across Indianapolis, we are creating physical community presence and partnerships by opening satellite program centers like Outreach at IMPACT, in collaboration with Mt. Pleasant Christian Church, reaching youth in the Old Southside and neighboring areas.

Because of YOU, a new satellite program center opened in 2020!
A STEP OF FAITH

2020 provided unique challenges with the growing pandemic, stay at home orders, closures, cancellations and the lack of resources for many, especially our youth and young adults (YYA) experiencing homelessness. It had been and continues to be a difficult season but Outreach was committed to reopening the program center as soon as possible when the closure order was lifted. With some work and creativity, the main program center opened and the youth were once again able to access critical resources, reconnect with the Outreach staff and volunteers, and have a place to call “home.” We knew there were more YYA in the city looking for a safe haven and we wanted to reach them. In order to do this, we expanded services and opened up another site. Outreach took a significant step of faith and trusted the Lord to provide as we opened our first satellite program center – known as Outreach at IMPACT – at Mt. Pleasant Christian Church's IMPACT Old Southside campus. Outreach at IMPACT is a co-labor of love as we come alongside YYA experiencing homelessness in our city.

NEVER GIVE UP

When Outreach at IMPACT first opened in late summer, Outreach was trying to get the word out to the YYA in the surrounding areas. The best way to do this was to hit the streets and look for the youth living in abandoned houses, cars or those staying on a friend's porch or couch. Each week the Outreach team combed the streets surrounding Outreach at IMPACT to seek out YYA. At first, it seemed as though there were not many youth around but that changed toward the end of the year when the team met Brandon.* Brandon was living in an abandoned house with his pregnant girlfriend, Mallory* (18). He shared with the Outreach team that his girlfriend could use some help from Outreach. Unfortunately, she wasn't around on the days the team visited Brandon. They never gave up and visited Brandon repeatedly in hopes of building a relationship and meeting Mallory. Finally, one of our volunteers decided to visit the abandoned house once more. This time both Brandon and Mallory were there! They accepted the invite to visit Outreach at IMPACT and agreed to come to Outreach's main program center to access other resources and additional services. While at the main program center, Mallory was able to find housing, an incredible blessing for her, the soon-to-be-born baby, and Brandon.

*Names changed for privacy

WORSHIP

The partnership between Outreach and IMPACT Old Southside has been incredible. IMPACT Old Southside and Outreach staff and volunteers have wonderful chemistry and are united in their purpose to reach YYA for Jesus in our city. The center provides showers, laundry, educational stations, hang out space, a dining area, meeting space, church services and more. It's a great space with a very cool vibe for our YYA. IMPACT Old Southside staff are wonderful hosts for the YYA, staff and volunteers! They are committed to reaching youth in the area and intentional in inviting the youth to attend church services held at IMPACT Old Southside. The invite piqued the interest of a few of the youth who recently decided to visit and check out worship services.
REUNITED!

William was quickly approaching his 18th birthday. For most youth this would be a cause for celebration and fanfare but not for those like William in the Foster Care System. Turning 18 means one ages out of foster care and is on his own.** This is precisely what happened to William; he turned 18 and one day after his 18th birthday his foster care parents dropped him off at an adult shelter and in the care of a Youth and Young Adult Coach (YYAC).

Although William was 18, he acted and looked more like 16 and the YYAC was concerned about his safety in an adult shelter setting. After some further evaluation, it was decided that the best possible place for William was at Outreach. William was encouraged to check out Outreach as the environment was more youth centric. It also provided access to community partners and the necessary resources to come alongside William as he began the next leg of his journey.

He spent a lot of time at Outreach’s program center, and while there had the support and encouragement of the staff, volunteers, community partners and more! He developed deep relationships with the staff and developed a deep friendship and bond with one of the YYAC.

Over the past three years, William has matured so gracefully with the support of the Outreach family. In addition, he has connected with several community partners to secure health services and social security benefits.

William lived in several different facilities during past few years. However, last year he was approved for BDDS Waiver (Developmental Disability Services) and was housed at a beautiful boarding home! William thrived there, continued to grow, and made sure to stay connected with Outreach and his YYAC and dear friend Devin at least once a week.

Recently, William called Devin to share some exciting and incredible news. He enthusiastically shared that he had found his biological mother! William and his brother had not seen their mother since they were six years-old. William told Devin that he was moving to Evansville to be reunited with his mother and other family members.

Thankfully all of his services were transferred to Evansville which was such a blessing. Devin is so happy for William and proud of the growth/stability he has been able to achieve. William continues to call Devin at least once a week to let him know how he is doing. The last time he called, he expressed that he is doing well, loves being with his mom/family but misses his Outreach family.

William’s journey has been long, but God was there each and every step of the way. Being reunited with his mom and family is cause for celebration! Thank YOU for being such an important part of William’s journey and making it possible for young people like William to find HOPE!

**Please note: In 2019 the Older Youth Initiatives (OYI) program was extended to provide services that support older youth up to age 23.
In early 2020, as a result of the growing pandemic, spaces that our youth frequented and places that provided services to our youth were closing – including Outreach’s main program center. It was a crisis for our youth and young adults as Outreach provides critical services which included meals and food items. Meals and groceries were in short supply and nearly nonexistent for our youth and young adults. Outreach had to act fast and an idea of creating and launching a Food Delivery Program led and staffed by volunteers was presented. Volunteer Manager, Megan Rhea, loved the idea and presented it to her high capacity volunteer team. The challenge was great but Megan was confident that her team would step up to respond to the daunting task. The team stepped up and more as volunteer engagement increased exponentially!

When architecting the Food Delivery Program, Megan worked closely with the Youth and Young Adult Coaches (YYAC) to identify nearly 80 youth and young adults who would be the beneficiaries of the food delivery and the specifics of how this would work. Megan quickly and efficiently developed 14 different travel routes for the volunteers to deliver food twice a week. She then worked on how to secure the resources needed for this program to succeed. With the help of church partners, Post Road Christian Church (PRCC), and St. Luke’s United Methodist Church, the remaining resources and volunteer staff were secured! PRCC helped with food pick up and brought it to Outreach, while St. Luke’s provided 30 volunteer drivers in addition to the current volunteer staff.

As time went on the volunteer teams fully embraced their roles and enjoyed spending time with the youth and young adults on their routes. Seeing a warm and welcoming face albeit masked in the midst of the pandemic was encouraging and reassuring for all of our young people. Those faces represented by the volunteer team was a familiar extension and expression of the HOPE our youth and young adults felt during the days of being at Outreach’s program center before the pandemic hit. By the end of the year, 58 volunteers spent 761 hours driving 5,747 miles delivering food to 94 youth and young adults!

In addition to the Food Delivery Program, Outreach opened a second location known as Outreach at IMPACT and is primarily volunteer led! Throughout the development of this second location, 30 volunteers made up of 5 very consistent individual volunteers and 5 groups totaling 20 volunteers have served, loved and developed relationships with our youth and young adults!

When the pandemic hit, it was unclear as to how it would impact Outreach’s volunteer program. Yet, volunteer engagement flourished as 40 volunteers from Thompson Thrift, our newest community partner invested in the lives of our youth and our staff at the Christmas walk-through event. Looking back, Outreach is so very grateful for the dedication and love our volunteers have demonstrated for our staff, youth and young adults!

In 2020, 100 individuals volunteered 2,735 hours, and 29 groups made up of 164 individuals engaged in volunteer activities at Outreach in support of our youth and young adults. Two hundred sixty-four volunteers invested in the lives of our youth and young adults! Thank YOU to all of the volunteers who stewarded their time, talents, and resources to continue to provide HOPE to our youth and young adults in 2020!
"I started delivering to my current route on April 17. On one of my first trips I met this sweet little girl (Gabrielle*) at the door. She had on a pretty dress and cute braids in her hair. She’s probably four or five years old. I introduced myself to her and her grandmother and asked how everyone was doing as I dropped off the groceries. As I turned to walk away, I looked at Gabrielle and said, 'I love you!' She turned and blew me a kiss. Now, I’m not sure what came over me at that moment. I usually don’t tell people I just met that I love them. I think the stress of the first few weeks of the pandemic and the many emotions that all of us were feeling caught up with me. I think seeing and talking to this sweet little girl gave me hope for a better day!

I have also gotten to know Gabrielle's mom (Jada*). She recently started a new job in the middle of the pandemic. She is trying so hard to provide for her family.

Now Gabrielle waits for me on each delivery day. She has introduced me to her kitten, Yang. She is a talker and she loves to tell me stories. Outreach was kind enough to give me a small stuffed animal to deliver to Gabrielle as well. When I made my delivery last Friday, there was Gabrielle, looking out the window and ready to greet me. She tells me, 'I love you' each time I leave now.

The opportunity to deliver groceries/meals during the past two months has allowed me to build relationships with a number of Outreach youth and young adults. I look forward to seeing all of them, twice a week, when I make the deliveries. They are just as much a blessing to me as the groceries we deliver are to them. I’m grateful to have the opportunity to serve!"

By Jim Patton
Volunteer, June 2020

*Names changed for privacy
"I decided to intern with Outreach this summer after learning about the mission – to equip and empower homeless youth. Coming out of this summer, I feel as though Outreach inspired me to constantly seek ways to build connections and offer love and support to everyone I encounter along the way."

Christine
OUTREACH INTERN, SUMMER 2020

STAY INVOLVED

DONATE

ONCE
Each donation, whether by mail or online, is an investment in the care and hope we provide, ultimately setting young people up for success and preventing adult homelessness.

MONTHLY
Show your commitment to our youth by donating monthly. Your ongoing contributions will fund programs that provide healing and support to youth served at Outreach.

www.outreachindiana.org/donate

VOLUNTEER

AS A GROUP
Get involved by volunteering with friends, family, coworkers, or other group. From decorating the program center to hosting a drive, we have plenty of fun activities for your group to enjoy.

AS AN INDIVIDUAL
Show up for the youth served at Outreach by supporting staff and engaging with youth.

www.outreachindiana.org/volunteer

ADVOCATE

SHARE YOUR STORY
The most important way you can show your support of Outreach is by sharing your experience with Outreach and the youth we serve and by sharing our mission with others.

FOLLOW US
Connect with us on social media!
2020 FINANCIALS

INCOME
$1,560,097

- 48% Contributions from individuals and foundations
- 33% Grants
- 12% In-kind contributions
- 7% Companies and churches

EXPENSES
$1,584,154

- 51% Program services
- 37% General operating
- 12% Fundraising
In addition to more than **768 household donors** who gave generously throughout the year, we thank the following for their instrumental support in 2020:

**CHURCHES**

- Carmel United Methodist Women
- Castleton Christian Church
- Common Ground Christian Church - Northeast
- Crossroads Bible Church
- Faith Presbyterian Church
- First Meridian Heights Presbyterian Church
- Hope City Church
- Indy Metro Church
- Mosaic Church
- Mount Pleasant Christian Church
- Northview Church of the Brethren
- Old Bethel UMW
- Park Chapel Christian Church
- Pilgrim Lutheran Church
- Post Road Christian Church
- Protestant Chapel at Marquette Manor, Inc.
- Redeemer Presbyterian Church
- Servants of Christ Lutheran Church
- Sisters of St. Francis
- St. Luke's United Methodist Church
- St. Mark's Evangelical Lutheran Church
- St. Mark's United Methodist Church
- Tabernacle Presbyterian Church
- The Creek
- Thrive Christian Church
- Venture Christian Church
- Zionsville Presbyterian Church

**FOUNDATIONS AND FUNDS**

- The Ackerman Foundation
- American Family Insurance Dreams Foundation Inc.
- Angie's List Foundation
- Arthur Jordan Foundation
- Bowen Engineering Foundation
- The Brave Heart Foundation
- Central Indiana COVID-19 Community Economic Relief Fund (C-CERF)
- Finish Line Youth Foundation
- Hoover Family Foundation
- Indiana Youth Services Association
- The Kaleo Fund
- Lilly Endowment Inc.
- The Luminous Fund Briljent
- MCR Charitable Foundation
- Nicholas H. Noyes Jr. Memorial Foundation
- Rita's Hope Foundation, Inc.
THANK YOU!

BUSINESSES, CIVIC GROUPS, AND NON-PROFITS

Accent Coatings
Affinitates
Barnes & Thornburg
Blackbaud
BlindRobot
Boston Consulting Group
Capital Group Companies Charitable Foundation
Carmel Clay Schools
Central Supply Company
Cherry Tree Elementary School
Christmas Commandos
Clown Pediatrics, P.C.
Community Business Office
CTI Construction, LLC
Elements Financial
EnVista
First Construction Consulting, Inc.
First Person, Inc.
Flexware Innovation, Inc.
Flicker LLC
Forest Dale Elementary School
I Support the Girls
IN - Connection Strategies
Indiana Young Presidents Organization
Indianapolis Colts
Indianapolis Indians Charities
Kroger
MC-Tip, Inc.

Mechanical Contractors Progress Council
Medzorb
MHP Oncology Team
Monte Smith Insurance Agency, Inc.
National Bank of Indianapolis
Orchard Park Elementary
Prairie Trace Faculty Fund
Priority Communications
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Ronald McDonald House
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Worrell Corporation
YMCA at the Athenaeum