



In response to conditions created by COVID-19, our agency is focusing our efforts in the following four areas:

1. Responsiveness to our Families and Littles - Typically, our conversations with enrolled families are focused on their child and their mentor. But in this climate, we are now acting as a resource to meet the basic and most pressing needs of our families. We are assessing, guiding, and directing our families to resources (this includes all the kids on our waitlist, as well--not just those currently enrolled in our program). Through surveying our parents, we've learned that more than **70% have been laid off or are working reduced hours**, so the impact on their lives is real and substantial. We have also discovered that transportation is an issue for families to get to the grocery store or to food pantries. Our staff team is stepping up to deliver groceries to families, drop off care packages from Bigs, and much more. And thanks to a grant from the Boys & Girls Club Emergency Fund, plus private donors, we've been able to **provide money directly to families** to offer some direct relief. We've granted funds to over 50 families and will have awarded support to about 100 families by the end of May.

2. Financial Stability of the Agency - BBBS Management along with the Board of Directors and Finance Committee have been working closely on scenario planning and cash flow management, as we know that **COVID-19 will affect the performance of all our revenue streams** (events, grants, corporate donations, and United Way funding). We've identified about \$50K in expenses outside of personnel that we can eliminate, allowing us to prioritize the relationships we have with our Matches.

3. Mission Relevancy - With job loss, food insecurity, and home instability affecting families, our kids need the support of mentors while their families try to weather the storm. We are actively providing resources and support to our Bigs to stay connected with our Littles, including the **development of an online platform for virtual mentoring**. We're hosting Zoom Mixers with our Bigs to share ideas for how they're staying in touch (sending letters in the mail, FaceTime, online gaming, etc.). And we are **increasing the frequency of our contacts** with Bigs, Littles, and Parents in order to facilitate continual emotional support for our Littles.

4. Keeping our Work Moving Forward - Thanks to your ongoing support, we were on track to serve more waiting Littles than last year. Unfortunately, we now have some limitations to our work that are unavoidable. We cannot host recruitment events, have coffee with prospective volunteers, and visit with companies and civic groups about the importance of mentoring. But **we're using this time to develop virtual recruitment** and are connecting with other affiliates throughout the country to learn best practices. We are also pleased to see that despite our current circumstances, **we are still experiencing a steady stream of volunteer interviews, now being done through video conferencing**. We credit this success with the recruitment efforts we have invested over the last two years, which will continue to pay dividends to our work. We paused making new Matches this past month, due to national standards that require an in-person Match meeting, however, these standards have been waived for now. I am happy to report that we successfully had **our first virtual Match Meeting** last week (photo attached). So with the current influx of volunteers, we're optimistic that we'll be able to make some new Matches over the coming weeks. **We are hopeful that the processes we're putting in place will allow our work to move forward**, whether in person or online.