

# INNOVATION, NAVIGATION & RESPONSE 2020 REPORT

We started 2020 with visions of growth and expansion. Then, grew and expanded in ways we never could have imagined. The onset of COVID and continuing social injustices drove us to examine all our relationships.

**Priority #1: Stabilize our staff and the families we support.** To do this we leaned into two of our values – *Accountability* and *Adaptability*.



**1,500 MATCH RELATIONSHIPS**

**ALL PROCESSES MOVED TO VIRTUAL**

Creative thinking drove new practices and ways to use technology.

- Volunteer and Family Interviews
- New Match Introductions
- Match Activity Nights

**SILVER LINING** | *We now have extra tools to keep relationships together, even when we're back to in-person.*

**30% TO 100%**

**EQUIPPED TO WORK REMOTELY**

**RESTRUCTURED AGENCY TO BETTER SERVE CLIENTS: CARES TEAM AND RESPONSE TEAM**

**1,200+ FAMILIES CALLED** at onset of COVID-19 to address needs, including emotional support



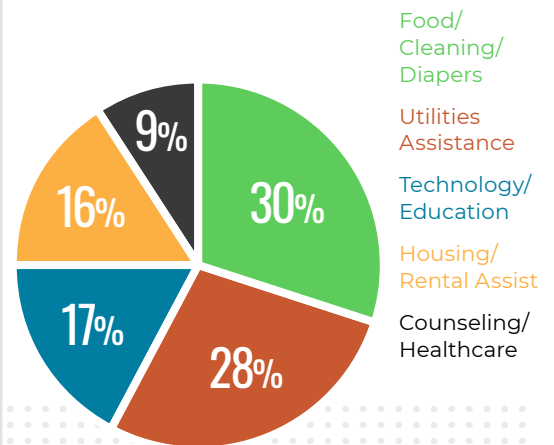
**105 MOTHERS HONORED**  
Mother's Day brunch and flowers delivered by Bigs



**90+ HIGH SCHOOL GRADUATES CELEBRATED**

with a surprise visit from their Bigs and a \$100 gift card

**541 RESOURCE REQUESTS FILLED**  
not simply referred



**EXPANDED COMMITMENTS TO BE AN ANTI-BIAS/ANTI-RACISM ORGANIZATION**

New structures and practices are aligned to support our [commitments](#).