Along with the rest of the world, we've been closely monitoring the evolving situation with COVID-19. It has brought uncertainty and disruption to the communities we serve, but Boys & Girls Clubs of Springfield's (BGCS) top priority has not changed: the health and safety of the children and families we serve. In accordance with the Centers for Disease Control (CDC) and the Greene County Health Department, BGCS has temporarily suspended its traditional operation, however; we are still providing services to our community. While our service delivery model has changed, supporting families will continue. We are working hard to effectively respond to current challenges and prepare for the many more that lie ahead. We have a responsibility and commitment to our 10,000 kids, teens, families, and staff to ensure that basic needs are met over the coming weeks and beyond.

BGCS has implemented alternative services and programming for our members and their families, at times in collaboration with strategic partners. Thank you to our partners and donors who have supported our efforts during this time.

RESPONSE SUMMARY

GREAT FUTURES START HERE.
**FOOD DISTRIBUTION PROCESS & RESULTS**

On March 18th, BGCS began its food distribution plan. We knew that families needed access to healthy meals and health/hygiene items. They also needed a sense of stability and structure. We are providing curbside drive-thru meal service Monday-Friday at three of our locations across Springfield. We also deliver to families who cannot get to us. In order to holistically serve families, we have developed and strengthened many partnerships. For example, Care to Learn provides vouchers for us to distribute to families to bridge any need gaps we cannot fill on our own.

**COVID-19 HELPLINE & WELLNESS CHECK-INS**

On March 26th, BGCS launched the 12-hour COVID-19 helpline.

On April 6th, BGCS compiled and released a comprehensive list of resources and services related to COVID-19 so families and community members could more easily access critical information.

BGCS staff have also been checking in with Club families via phone calls beginning the week of March 23, 2020. During the first two weeks of check-in calls, more than 345 families were contacted. During the following two weeks, an additional 165 families were contacted. 510 families have been contacted so far. This is an ongoing process and will continue. We also released a survey for parents to provide feedback about their needs and concerns.

The calls and survey focused on immediate needs related to shelter, food, hygiene, and medical care. The calls and survey responses resulted in key data that helped us determine the following:

- More than 90% of parents/guardians identified food assistance, hygiene items, and household items as the most pressing needs.
- Parents also expressed concern about school closures and providing care for their children.
- The majority of the families shared their gratitude for the services we are providing.
Virtual and AT-HOME programming launched on March 18th, 2020. Online programming allows Club members to:

- Engage in academic activities to help prevent learning loss.
- View educational and interactive videos from Staff members to maintain meaningful connections.
- Participate in competitions and spirit days.

Club members can access programming directly through our BGCS AT HOME Facebook Page (youth), BGCS Teen Center AT HOME (teens), or the BGCS website. As of April 20th 2020, we have 332 members in our AT HOME Facebook group and 42 members in our TEEN Facebook group.

For families with limited access to a computer or internet, we have done the following:

- Provided AT HOME packets with educational activities and supplies (i.e. LEGO's, coloring books, markers, Play-Doh, puzzles and more)
- We have also worked with Springfield Public Schools and Community Partnership of the Ozarks to provide ways for families to get free or discounted internet services.

LOOKING TO THE FUTURE

We are providing our Club members and their families stability and structure during these unstable times. After this crisis passes, kids, teens, and their families will need us more than ever. With our community’s support, we will help reverse learning loss, restore a feeling of safety, and give kids something fun to do when we are able to open our Clubs again. If you are interested in supporting our COVID-19 response Plan, please visit: https://www.bgcspringfield.org/coronavirusdonation

GREAT FUTURES START HERE.

IN THE NEWS

April 24th, KY3 NEWS, Boys and Girls Clubs of Springfield continues with COVID 19 relief efforts for community

April 24th, KY3 NEWS, Boys & Girls Clubs of Springfield COVID-19 community response efforts

April 24th, KY3 NEWS, Boys & Girls Club of Springfield COVID-19 response efforts

April 6th, KOLR 10 NEWS, Springfield Boys and Girls Club finds new ways to provide for kids during COVID-19 pandemic

April 3rd, Springfield Business Journal, Boys & Girls Clubs pivots to drive-thru meal service

March 21st, Springfield News-Leader, Here's where kids can get free to-go meals in Springfield during break

March 18th, KOLR 10 NEWS, Boys & Girls club provides food to members