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The Center for Youth and Family Solutions Update on COVID-19

For Immediate Release

Peoria, IL– March 25, 2020 - With the current “shelter at home” order given by the Governor Pritzker, we want you to know our services are deemed “essential”- especially when it comes to keeping children safe from abuse and neglect and providing crisis response - and we will continue providing them during this crisis. And, quite frankly, you shouldn’t expect anything less from us. Our mission to instill hope, our commitment to the common good, and our ethics as social workers and as an organization compel us to rise up during these unprecedented times.

Now more than ever, CYFS remains steadfast in its commitment of working with others to achieve solutions to the difficult problems people face. Our on-going commitment to technology has allowed us to quickly move our team of 400+ professionals to work remotely. While our offices are closed to the public, we have also committed to keeping our facilities safe and sanitized and all precautionary measures are in full force, as we still have staff accepting needed supplies, answering our phones and connecting our clients to their caseworkers.

Collectively, we will:

- 1.) Maintain critical services and business processes to the best of our ability- especially protecting children from abuse and neglect.
- 2.) Do all we can to protect people who are at higher risk for adverse complications from COVID-19.
- 3.) Do all we can to prevent/ reduce the transmission of the virus in our communities.

In essence, our services are continuing. We are a part of the critical safety net that helps keep children from being abused or neglected.

Here is what you can expect from us:

- Our Social Workers continue to fully serve children in foster care and those families receiving critical prevention services, through a combination of in-person, audio and video contacts.
- Our Foster Parents can also access information through audio and video contacts, our CYFS local foster parent Facebook pages, and in- person support as needed.
- Our Therapists have moved to remote service delivery and will provide therapy through video or phone services that are encrypted.

- Our New Day Senior Services team continues to connect to our seniors through phone calls and teleconferencing.
- Our Youth, Family and Community Outreach program continues to provide support to our clients remotely when possible, and in-person when necessary; clients will also have access to our 24 hour a day program hotline.
- Our Guardian Angel Home Residential Program for boys continues to provide trauma informed services to the youth in our care. All external casework, visits, and other communications with them will be provided via telephone or video contact.
- Our Adoption program continues to assist our families in preparing for the lifelong journey of adoption through phone calls, email, and teleconferencing.

Here is what we need from our communities we serve:

- The Volunteer section on our website lists critical needs, from making fabric masks for our team and the families we serve, to donating formula and diapers, to sanitization products. Please consider helping us during this critical time. To view our needs, go here: <https://www.cyfsolutions.org/services/volunteer/>
- Donate to our organization. We will use these funds to help our clients who are in dire need of supplies to keep them safe. To donate, go here: <https://www.cyfsolutions.org/services/donation/>
- Do your part in containing the virus. We are all in this together and need to be vigilant about maintaining all social distancing behaviors.

The Center for Youth and Family Solutions is a not-for-profit human services agency that works with those who have been impacted by trauma, grief and loss, abuse and neglect, and other significant family life challenges. The organization provides foster care and adoption services; behavioral health counseling; intact family intervention; residential services for youth; senior services; and youth, family, and community outreach services. Its mission is to engage and serve children and families in need with dignity, compassion, and respect by building upon individual and community strengths to resolve life challenges. **CYFS has 11 offices across Illinois, and annually serves over 20,000 individuals in 37 counties, statewide.**

For more information on The Center for Youth and Family Solutions, please visit www.cyfsolutions.org or contact Celeste Matheson at 309- 634-1611.

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