



March 20, 2020

## THE NEW EXPERIENCE

### What is the current status on the digital version of the Outcomes Conference?

We have made tremendous progress on the plans for this **brand-new Alliance experience**. After just one week of cancelling, we are now finalizing the platform and adaptations that we need to make to deliver a robust online experience for you.

Currently we are looking for a date in late April through May. **We look to have a final date set in the next 14 days**. As soon as we have it, you will be immediately notified. We also believe we be able to re-open registration so even more can participate now that travel will NOT be required.

I am grateful for the remarkable Alliance community and how they are rallying to pivot quickly to serve others. We are **witness to an unprecedented time**

**that requires us to unite** as God has entrusted all of us to lead well in such a time as this.

We give **thanks for your grace and compassion** as we labor to stay on mission, manning our post to bring you the wisdom of many for the profit of all. What an honor it is to co-labor with all of you!

### **How will the digital version be a comparable experience?**

We are actually discovering that in some ways, attendees will have a more robust experience due to **full access to all the content** as it is released and then offered on demand. We will update the website once we have the presenters and learning experiences confirmed.

While we all will miss the face-to-face experience, we are **working to create online community gatherings, and live conversation streams** connected to every learning experience. Attendees will no longer be limited by the hours in a day and those hard decisions around what they will not attend. You will be given ample time to go deep into all of it at your pace.

In other good news, Attendees will still be able to engage in **community conversations while viewing sessions on demand**, too. WE hope this will be a new place for you to gather, exchange best practices, and spur each other on!

**We will maintain our focus on worship, God's Word, and prayer.** As many more of you are now experiencing church online, you know God inhabits the praises of His people in whatever way they gather! We long to experience God's presence as a community through this shared online experience.

It traditionally takes 18-months to prepare the annual Outcomes Conference event. We are in awe of what God is shaping now in just a few weeks. Again, it is a **testimony of the commitment of Alliance leaders** and what happens when the resiliency of the human spirit is powered by the Holy Spirit.

### **Can I get continuing education points for the Digital Conference?**

We have investigated what we will be able to do. We have both good news and one area where we wish we could deliver a different outcome for you.

- **CCNL - Credentialled Christen Nonprofit Leader Program** – YES. You will be able to acquire the full 40 points that was possible at the live event. We will communicate specifically how this process of earning points will work for those enrolled in the current program or interesting in signing up. Points earned during this event will count for the *elective portion* of the CCNL program. We are committed to keep you moving forward on the completion of this credential.
- **SHRM – Society for Human Resource Management Certification** - YES. Points will be available for the learning experiences, although there will be a process required for reporting your online attendance.
- **CFRE – Certified Fund-Raising Executive** – YES. Points will be available for the learning experiences.
- **CPE – Continuing Professional Executive** - NO. Based on NASBA guidelines we will not be able to offer this for our digital experience.

## **REGISTRATION UPDATE**

### **How will existing registrations for the Dallas event apply to the new digital version of the Outcomes Conference?**

We will be communicating that conversion uniquely to each registrant via email based on when your registration was submitted and what was paid for it. That specific information will be coming your way within the next seven days, along with contact information for team members who can assist you.

With all that is happening in the world we give thanks we can provide you with

**a robust experience** that you can participate in without travel expense or risk.

### **Will I be able to roll over my 2020 registration to 2021?**

That will be part of the communication coming your way. The answer is based on when you registered and at what rate.

### **Will there be refunds on meals that were purchased?**

Yes, we recognized that is something that cannot be offered in a digital experience!

Here is the process for you to receive your meal refund:

Email [Suzy.West@ChristianLeadershipAlliance.org](mailto:Suzy.West@ChristianLeadershipAlliance.org) to request a reimbursement form for your use. Your refund will either be electronic to your credit card or via check. It will depend on the date you purchased the meal tickets as credit card banks set a time limit for electronic refunds.

### **Do I need to cancel my room reservation?**

Yes, you will need to contact Hyatt directly to officially cancel your room, even if it was booked though our conference link.

The Hyatt issued this official statement regarding this process.

#### Waiving change & cancellation fees

Guided by our purpose of care, we are temporarily adjusting our policies to allow for maximum flexibility to help you make the right decisions regarding travel at this time:

#### Existing reservations for upcoming travel between March 14 and April 30, 2020:

All existing reservations made before March 13, 2020 that are for arrivals between March 14 and April 30, 2020 can be changed or cancelled at no charge up to 24 hours before your scheduled arrival. This includes *Advance Purchase*

*Rate* reservations.

New reservations for any future travel:

Any reservation you make between March 13, 2020 and April 30, 2020 – for any future arrival date – can be changed or cancelled at no charge up to 24 hours before your scheduled arrival. This includes *Advance Purchase Rate* reservations.

Existing *Advance Purchase Rate* non-refundable reservations for travel through June 2020:

As announced earlier, special exceptions are in place for all *Advance Purchase Rate* non-refundable reservations made directly with Hyatt on or before March 8, 2020 for arrivals before June 30, 2020. Guests holding these fully prepaid reservations who have decided not to travel may still opt, at least 24 hours before their stay, to receive 10,000 World of Hyatt Bonus Points compensation in lieu of both their stay and the offer above (if eligible). World of Hyatt points may be used toward future travel at any of our 900+ hotels across 17 brands globally.

For full details and to make arrangements, please [call](#) one of our Global Contact Centers or email us at [worldofhyatt@hyatt.com](mailto:worldofhyatt@hyatt.com).

Guests who booked via online travel agents or other third parties are advised to contact their booking provider for information on their policies and for assistance.

## **EXHIBITORS | SPONSORS**

### **What is the plan for exhibitors and sponsors?**

We are working to **translate the value of your investment** in our new digital experience and beyond. As you know, we will work individually with each of you to give what is the best collection of exposure opportunities to meet your needs.

We want to give you the interaction you seek, and we know that in times like this we are all learning how to connect in different ways. More than ever you have the resources that leaders will need as they lead their organizations through this time. **Your support and presence matter** as we gather online.

Because of what this online experience makes possible, our goal is to return greater value for every dollar you have invested to make an event like this happen. And as the registration grows so does **your ability to connect with more people.**

We are excited about what this change makes possible and it all happens without the added expenses of travel, hotel, food, shipping costs or setup and takedown. That specific information will be coming your way within the next seven days, along with contact information for team members who can assist you.

### **Will there be refunds or the ability to roll to next year?**

Again, we will work with you individually, but believe you won't want to miss out on what's being planned.

### **Where is the Outcomes Conference 2021 being held?**

The Outcomes Conference 2020 was set to be our last event in Dallas. We are grateful for the dedicated staff at the Hyatt who have become like the Alliance's extended family.

**In 2021, we venture out to a new location.** More on that in **the near future, too!**

Heather McCulloch will be following up with you about the opportunities you'll have in 2021.

### **CLOSING THOUGHTS**

As we prayed over all of you and the theme for 2020 – TRANSFORM – we never imaged how we would find ourselves in a place where transformation was so incredibly vital! I encourage you to [watch the conference trailer](#) one more

time. It is more relevant than ever!

God is moving and calling us to be Light and bring Hope in a world gripped by fear. Now is a time for us to stand in unity and remember that what God gives freely to one of us is always for the good of all of us.

Let's stand strong and faithfully move ahead in faith and not fear.  
We are stronger – together and all the more when we lead from the  
center of God's will.

*Therefore, I urge you, brothers and sisters, in view of God's mercy, to offer your bodies as a living sacrifice, holy and pleasing to God—this is your true and proper worship. Do not conform to the pattern of this world, but be transformed by the renewing of your mind. Then you will be able to test and approve what God's will is—his good, pleasing and perfect will.*

*Romans 12:1,2*

**MORE COMING SOON!**