March 23, 2020

We are committed to continuing to pursue our mission to empower working families experiencing homelessness as our community responds to COVID-19. We are also committed to keeping you updated on how we are responding and how you can be of help. Here are our most recent updates:

- In the interest of protecting our families and staff, we have restricted access to all facilities to essential personnel. This policy has several important effects:
  - All volunteer activities, tours, and visits are postponed
  - The majority of our staff are working remotely and all meetings are now being completed virtually
- We are actively working to mitigate the risk for families currently in our shelters. These measures include:
  - Developing individual family plans that coordinate facility usage to minimize infection risk
  - Expediting the process of moving presently-sheltered families into transitional housing
  - Should the need arise, we have designated our Hawthorne Place facility to function as a quarantine site for CFH families
- Even with these changes, we are still actively assisting working families experiencing homelessness
  - Applications may be accessed at www.charlottefamilyhousing.org/contact-us, by emailing intake@charlottefamilyhousing.org, or by calling 704-335-5488
  - While the unique situation of a particular family may necessitate adapting this process, we will use the following procedure in every possible instance:
    - Intake interviews will be completed over the phone (instead of face-to-face)
    - We will work with newly-admitted families to secure affordable subsidized housing
    - Using this protocol, we plan to not move newly-admitted families into our shelters for the time being
    - We will refer families that do not meet program requirements to agencies that can more effectively meet their needs
- We have established the CFH COVID-19 Emergency Fund. In concert with private and public funding sources, the CFH COVID-19 Emergency Fund will:
  - Assist our families with rent and utility payments, particularly when a family’s finances have been negatively affected by this crisis
  - Provide funds to subsidize the cost of groceries, medication, clothing, and other basic needs
  - Ensure that the families most deeply affected are able to recover from the effects of this crisis once it has resolved
- At this time, contributing to the CFH COVID-19 Emergency Fund is the best way for you to support our families. To give, please use one of these options:
  - Visit our secure donation page here, and be sure select COVID EmergencyFund in the “Designation” dropdown box.
  - Checks should have “COVID” in the memo line and be mailed to:
    - Charlotte Family Housing, 300 Hawthorne Ln, Charlotte, NC 28204