

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**

Working to solve family homelessness