

For 60 years, the Center for Family Resources has served Cobb County through decades of change, growth, hardship and unexpected challenges. As the world attempts to navigate the challenging circumstances related to COVID-19, we wanted to share an update regarding continued services at the Center for Family Resources.

First, we want to ensure you that the safety and wellbeing of our staff, volunteers and clients is our number one priority. We understand that during the weeks and possibly months to come, many families will experience unexpected financial challenges. Our team is prepared to continue to provide the critical services we can to those in need.

In response to the current health crisis and changing needs of our clients, staff, and volunteers, CFR will make the following changes beginning **Tuesday, March 17**:

1. **Intake Services:** Intake will be conducted by telephone only. At this time, we will not be open to the public or available to walk-in clients. Our staff will be available to provide information, referrals and assess clients for any other available services.
2. **Rental Assistance:** All inquiries for rental assistance will be taken over the phone. We realize there will likely be an increased need for assistance, and we will do our best to address the requests as quickly as we can. Currently rental assistance remains a lottery process and is subject to available funding. Clients may be asked to come to our facility but by appointment only. All recommended guidelines for health and safety will be followed for client interactions. Anything that can be completed using electronic means will be.
3. **Case Management:** Case Managers will continue to provide services to existing housing clients.
4. **Food Pantry:** Anyone in need of food assistance will be assessed over the phone. Appointments will be made for client pickup. However, we are considering the options of how we can best use our food to serve the larger community. We are currently responding to the needs of shelter programs, senior services and other providers who are requesting food to meet the need for their current clients. We are also looking into where the current gaps are for food distribution and how to ensure food reaches those areas. We are working with MUST Ministries, the Atlanta Community Food Bank, Cobb Community Foundation, Cobb Douglas Public Health and several others to ensure food distribution reaches everyone in our county.

Due to the current recommendations and guidelines of the CDC, WHO and state and community leaders, we will temporarily suspend the following services:

1. All GED prep classes will be suspended until further notice. **If you are preparing for your GED, please go to [www.GED.com](http://www.GED.com) or [www.gedpracticetest.net](http://www.gedpracticetest.net) for practice exercises.**
2. All Monday night Life Skills classes will be suspended until further notice.

The Center for Family Resources is doing everything we can to continue vital services. The disruption caused by COVID-19 is great and has had a significant impact on our operations already with the cancellation of our annual fundraising gala. Unfortunately, we anticipate that the impact on our families will be even greater. The financial assistance provided by the Center for Family Resources is extremely valuable and often means the difference between a family staying safely housed or finding themselves facing homelessness.

Now more than ever our community will need to come together to support each other and those with increased need. Please keep the Center for Family Resources in mind as you look for ways to help those in need. Donations to our agency will help us continue to provide critical financial and housing assistance to those impacted by this crisis.

To our volunteers and supporters, we appreciate your ongoing support as we do whatever we can during this time to continue to serve our clients.

Our highest priority is to protect the health and well-being of everyone that comes into the Center for Family Resources. Our goal is to minimize disruption of services and maximize our impact on the families that need us. We will share updates with you as we all continue to navigate the evolving impact of the COVID-19 on our Cobb community. Thank you for your cooperation and support.

For additional information or to find out how you can help, please contact me at [melaniekagan@thecfr.org](mailto:melaniekagan@thecfr.org).

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