March 20, 2020 - Due to COVID-19 Community Action House has adjusted its programming for the safety of its volunteers, clients, staff and the community as a whole. The services that are provided by Action House are very important in a time like this, therefore will continue to be offered, but the way they are offered has been adjusted for the time being. Please note that the nature of the pandemic is changing every day and Action House will continue to review state, federal and CDC guidance in consideration of our programming and adjust this plan as needed.

Community Action House will continue to provide Financial Wellness Services including:

**Foreclosure Intervention Services** - This service is critical in nature, therefore will be prioritized as such. Although counselors will not be available for face-to-face counseling sessions until further notice, they will make themselves available by email, phone and videoconferencing.

**Home Buyer Education services** - Classes will be provided via videoconference through Zoom and phone to avoid group gatherings. Those unable to join remotely will be asked to work with our team to schedule individual coaching sessions over the phone, however there may be a delay in individual sessions. In addition, CAH has lowered the cost of its online Homebuyer Education through eHome America to $89 with coupon code CAH10.

**Pre-purchase Counseling Services** - For those who need pre-purchase counseling this service will be available through phone counseling or video conference.

**Financial Future Education** - While this service is generally not as time sensitive, it is still an important service, and therefore Action House will continue to offer it via phone counseling or video conference as possible.

**Rental Housing Counseling** - Historically Action House has not seen a large demand for this service, however, should it be requested, housing counselors will triage families and provide phone counseling or video conferencing to those who need it.

**Delivery of Services**
Community Action House's Financial Wellness permanent hours of operation are Tuesday, Thursday and Friday 8:30am-5:00pm and Wednesday 9:00am – 8:00pm, however walk-in appointments are not currently available. Clients can reach Ana Pena at 616-392-2368 Ext. 107 or apena@communityactionhouse.org or Andrea Fantin at 616-392-2368 ext. 127 or afantin@communityactionhouse.org.
Additional information regarding updates on the coronavirus and how it will impact the agency can be found at Community Action House’s webpage www.communityactionhouse.org/coronavirus. This page is updated regularly.

Community Action House has created an account through Zoom Video Conferencing and will offer this option for all upcoming group classes until further notice. It will also be available for counseling sessions should a client request it. For those who do not have access to a computer or the internet they will be able to attend classes through phone conferencing. All materials and resources will be provided to participants prior to the session.

Contact:

Andrea Fantin, Financial Wellness Program Manager

Community Action House
345 West 14th Street
Holland, MI 49423
(616) 392-2368 | info@communityactionhouse.org | communityactionhouse.org