

1. Education and Work Readiness:

- a. We are no longer seeing walk in clients, everyone who needs services should either call 2-1-1 for a referral or call us at 214-871-5065 to make a phone appointment.
- b. All clients should begin their application online, if possible, at <https://www.ccadvance.org/poverty-alleviation>
- c. We are not able to take new referrals for case management at this time, but we do have a waiting list in the event we receive more funding.
- d. We are still taking referrals for Emergency Services.
- e. Client services are being delivered virtually or by phone, except when delivery of food cards or bus passes is required, in which case we have created safety protocols to avoid direct contact and minimize risk to both clients and employees.
- f. All in person classes and trainings have been postponed.
- g. We are working with our partners to set up or refer clients to online trainings and/or classes if applicable.
- h. We will continue to provide emergency assistance, but all intake will be done by phone.
- i. We continue to receive information from the State, TDHCA, Dallas County Health and Human Services, and CDC and will act in accordance with those directives.