



**OUR MISSION:** To build self-sufficiency and prevent homelessness and hunger in our community by providing emergency assistance and enrichment programs.



When I took over as Executive Director in January, I knew the job ahead of me would be challenging. I had no idea that within the first 90 days, I would have to send all our dedicated volunteers home, shut down our education center and close the thrift store due to a global pandemic. While the increased need for food and financial assistance has been dramatic, the outpouring of support from the community to help neighbors in need has been equally as impressive. I am humbled by the generosity of so many in our community.

—NFCC Executive Director Holly M. York

## The Faces of COVID-19

“Susan” has been a mammography technologist for the last 36 years. She loves her job and makes a comfortable salary to take care of herself. Mammograms are considered non-essential so when the COVID-19 crisis hit, “Susan” was furloughed from the local hospital where she worked. With no idea how long the furlough might last, she scrambled to find a temporary job to help pay the bills. She starting working part-time at a local big box retailer, but she is only able to make one third of her old salary.

“Susan” had been out of work two weeks when her April rent came due and she didn’t have the money. She had already deferred her car payment and student loan payment, but with no money coming in and unemployment still under review, she had no way to pay. She searched United Way 2-1-1 for help and was directed to North Fulton Community Charities where she was able to get financial assistance with her April rent so she can stay in her apartment.



“I am a front line worker who was used to paying my own bills. This whole COVID-19 situation is stressful,” she said. “I have told all my friends and co-workers about how NFCC helped me and gave me a little piece of mind in this stressful time.”

\*Names have been changed to protect privacy.



**In response to the rapid spread of COVID-19 and the recommendations of public health officials, NFCC sent home hundreds of regular volunteers to reduce the number of people in our buildings and keep our volunteers safe. We miss them and look forward to their safe return!**

# Food Pantry Commits to Choice



There have been many changes at the NFCC Food Pantry in the wake of COVID-19, but one thing that hasn't changed is NFCC's commitment to providing individuals and families with a choice in what they receive from the pantry. Typically, when you come to the NFCC Food Pantry, you order the items that work best for your family from computer screens in the lobby using a monthly point allowance. The computers are updated in real time with every item stocked in the pantry. Giving individuals a choice in what they receive gives them dignity, control and privacy while minimizing waste. These values are just as important to us now as they always have been. To adapt the choice program, we created an online ordering system that families in need can access from home, modeled after popular grocery pick-up services. Individuals receive an order number and assigned pick up time. When they arrive at the NFCC parking lot, groceries and toiletries are loaded into their cars without person-to-person contact.

**321%** Increase in  
**REQUESTS FOR ASSISTANCE**  
First Week of March 2020 Before COVID-19  
to Last Week of March After COVID-19

Increase in the Amount of  
**EMERGENCY FINANCIAL ASSISTANCE**  
Provided Second Half of March 2020  
Compared to Same Time in 2019 **145%**

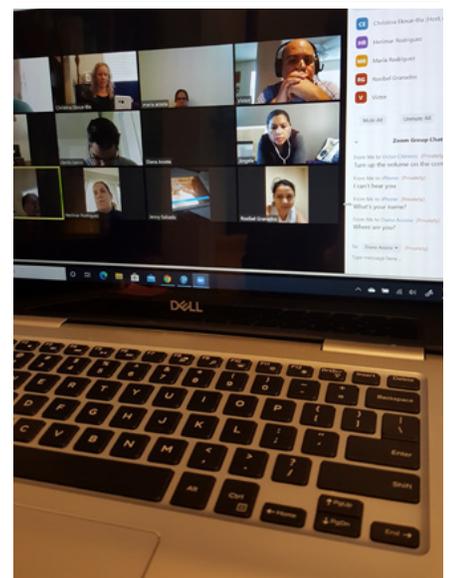
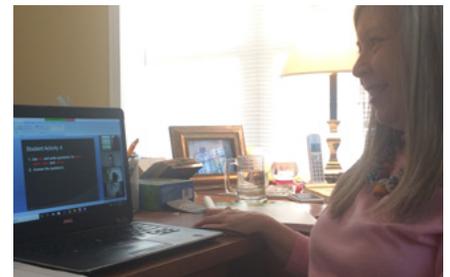
Visit our website at [www.nfcchelp.org](http://www.nfcchelp.org) for a list of the foods most urgently needed at the pantry.

## NFCC Education Goes DIGITAL

Like other educational institutions, NFCC stopped delivering in person classes and sessions in mid-March, but a plan was quickly developed to move programs online and keep our students and participants engaged and connected.

- Working with partners like the Atlanta Food Bank and DFCS, screening for benefits like SNAP and Medicaid began operating remotely via phone.
- Over 100 students were invited to access GED tutors and ESL classes using a distance learning model. We are proud to report 72% of our ESL students are taking part in the new online classes. But distance learning is not without challenges. Many adult learners share a computer with their children, so are forced to wait until their children have finished assignments, before they can begin their own. Space is also a challenge, forcing students to carve out quiet study space in small apartments.
- The dramatic increase in requests for assistance from unemployed individuals has created a larger demand for career and financial coaching. We are answering the call by rolling out remote coaches that will be able to provide individualized planning and support during this difficult time.
- The popular Money Matters class has been converted to a webinar to help participants navigate the financial strains COVID-19 has placed on their families.

Our goal of building self-sufficiency doesn't stop even during a pandemic, so we are doing everything possible to not only provide the emergency services so desperately needed right now, but also provide the mental and educational support needed.



[NFCCHelp.org/donate](http://NFCCHelp.org/donate)

# Supporters

In response to COVID-19, North Fulton Community Charities has received a dramatic increase in requests for help. These are just a few of the many organizations and corporations that have stepped up to help during this crisis. They are joined by hundreds of individuals who have donated food and made generous financial contributions. (As of 4/20/20)

\$100,000+ Supporters



\$50,000+ Supporters



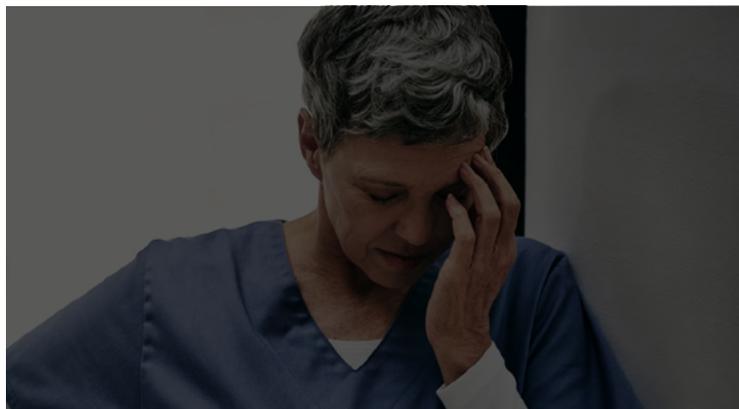
\$25,000+ Supporters



\$10,000+ Supporters



\$5,000+ Supporters



## Getting Help One Month and Giving Back the Next

The last few years have been a struggle for “Allison.” While in high school, her teenage son was diagnosed with cancer and underwent a nearly four year battle, spending significant time in and out of the hospital. To make matters worse, his dad, “Allison’s” ex-husband, was also going through cancer treatments and did not survive. “Allison” was the sole parent to her recovering son.

Lost and depleted income incurred during this trying time, emptied the families’ savings’. So when her son no longer needed an intense amount of care, “Allison accepted a job as a traveling RN; it paid well and she hoped the extra income would help her catch up. However, being away from home took its toll, so when she was offered another full-time position she happily accepted and returned home to prepare for her next chapter. Then unexpectedly, her start date was delayed by two weeks. Then another two weeks. In total, her start date was delayed three times by a total of seven weeks. “Allison” struggled to stretch her savings to cover the time off. Despite her best efforts to make it on her own, she had to reach out to NFCC for help.

NFCC was able to help “Allison” with her rent and keep her housed until her new job started. “Allison” did start her new job where she manages staff nurses. And then COVID-19 hit and although she had her hands full on the front lines of the crisis, she didn’t forget NFCC and the help provided when she needed it the most. When NFCC asked for help to fund a COVID-19 Emergency Fund, “Allison” was one of the first in line to donate. These are our donors. They are neighbors helping neighbors. Thank you to “Allison” and all the donors that have showed up to support our community during the pandemic.

\*Names have been changed to protect privacy.



### Why I Give...

As a teacher, the thought of children going hungry was too much to bear. Thank you for all you are doing to help feed our families in North Fulton!



**NFCC**  
 North Fulton  
 Community Charities  
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ALL HANDS · A NFCC NEWS MAGAZINE

SPRING 2020

# NFCC Staff Strong in the Face of Pandemic

In mid-March when the reality of COVID-19 hit us locally, NFCC quickly made major adjustments in accordance with the recommendations of public health officials. The Thrift Shop was closed. The Education Center closed and a plan to move as many of the classes and programs online was developed. The NFCC food pantry and financial assistance teams reworked their systems and procedures to allow assistance to be provided in a drive-thru format adhering to social distancing guidelines. Perhaps most impacting, we sent home hundreds of volunteers for their safety opting to operate with only a skeleton team of staff members. NFCC's small staff has been pulled in different directions. Some have been reassigned to the front lines of the food pantry filling orders, some are juggling alternate schedules coming into the office in shifts to limit the number of employees in the building, and some have been sent home to work remotely. But, all of them have risen to the challenge to help serve during this pandemic in whatever role is required!



**WAYS TO HELP**  
 Given Social Distancing, the Safest Way to Help is to Donate Online at [NFCCHelp.org/donate](https://www.nfcchelp.org/donate)

**Connect with NFCC**  
 Follow us on social media  
  
 Sign up to receive our monthly e-newsletter at [NFCCHelp.org](https://www.nfcchelp.org)