



**COMBINED COMMUNITY ACTION, INC.
CORONAVIRUS RESPONSE**



Combined Community Action, Inc. (CCA) and Meals on Wheels Rural Capital Area (MOWRCA) provides essential services to the community that include Austin, Bastrop, Blanco, Caldwell, Colorado, Fayette, Ft. Bend, Hays and Lee Counties. With the likely continued spread of the COVID-19 coronavirus, we have updated our service delivery to the community in order to protect the community and our staff.

Some programs may experience temporary closures, while other programs are more vital to the community and we will continue to assist in any way possible.

- Family Services Programs – We will no longer be taking face- face appointments. If you are in need of assistance with any family service programs i.e. utility, rental assistance please go to our website at www.ccaction.com or call 979/540-2980.
- Weatherization Assistance – At this time all weatherization work to homes will be suspended, that includes initial assessment, final inspection and the actual work to be performed. The work is being suspended in order to protect our clients, staff and contractors.
- Meals on Wheels – Rural Capital Area – As of 3/23/2020, we continue to deliver hot noon meals to our participants. All senior centers and congregate sites have been closed. All participants are now considered homebound. We are taking precautions when our volunteers deliver the meals to maintain a 6' foot distance from the older adults we serve. Volunteers are asked to place the home delivered meal on the porch, chair, table, etc., knock on the door or ring the doorbell and step back until the participant answers the door. Meals on Wheels Rural Capital Area is preparing to deliver frozen and shelf stable meals to our clients. Due to a back log in orders with our food suppliers, we anticipate those meals being delivered the week of March 30, 2020. Once we receive those meals, we will suspend daily service. Our plan is to deliver once every week. We will contact our participants via telephone, 3 times a week to check on their well-being.
- Case Management for At-Risk Youth Program – We will no longer meet face-face with clients. CCA's social worker will be conducting all business by telephone.

All programs and services will conduct business as stated above however this is subject to change as local conditions may change. We encourage individuals needing help to call us at 979/540-2980 for more information or you can call 211 for referral to additional services.

In addition to service changes the following measures have been implemented to ensure safety of our clients and staff:

- Providing alcohol-based hand sanitizers throughout the workplace and to volunteers.
- Canceling/postponing upcoming agency sponsored events and halting outreach activity.
- Reducing the number of face-face staff meetings and when a meeting is required, keeping them to 10 and under persons at any one time. We are encouraging telephone and videoconferencing currently.
- Travel, training, and meetings have been suspended unless approved by the Executive Director.
- All staff and volunteers are no longer allowed to enter a client or participants home.
- Employees cannot report to work while they are experiencing respiratory symptoms such as fever, cough, shortness of breath, sore throat, runny or stuffy nose, body aches, headache, chills or fatigue. Employees who report to work with any of the previously mentioned symptoms will be sent home.

CCA provides an essential service to the community. We are committed to supporting our community and vulnerable populations during these unstable times. We will work with fellow service providers and community organizations to help identify and implement solutions to address the growing needs created by this pandemic.

Our top priorities are to continue to service the public and to keep our employees and community healthy and safe.

For more information to services please visit our website at www.ccaction.com or call 979/540-2980 or find out latest updates on our Facebook page at <https://www.facebook.com/ccactioninc/>.