

## Sample Narrative to Send to Residents April 10, 2020

Plan F Solutions knows these are stressful and confusing times for community development practitioners. It is even scarier for neighborhood residents that may have recently experienced job loss or increased food/housing insecurity because of the COVID-19 pandemic. There are significant additional resources to support neighborhood residents at this unprecedented time.

Plan F Solutions authorizes recipients of this document to share the following template narrative within a newsletter or e-blast directed to residents seeking assistance during the pandemic. Feel free to alter the following to meet your community's specific needs.

**Community Residents** - We want to ensure you have access to information and community services you may require alleviating the impact that COVID-19 is having on your family and household. There are several social services and community resources available to help.

**Unemployment Expansion** - *We hope you are still working currently, but the increased number of layoffs and shuttered businesses tell us that may not be the case for too many of us. While you wait to return to work, there are increased unemployment benefits available to you, including an additional \$600 per week. Please note that unemployment is now available to the self-employed and other "1099 workers". Review details and start your benefits at: <https://unemployment.ohio.gov/>*

**Rent/Mortgage Pause** - *Unable to meet your monthly rent or mortgage payments, your mortgage lender or your landlord's lender may be offering various monthly payment options. While this option is not mandated for all lenders and landlords in Ohio, many are participating. Call your financial institution/ mortgage servicer/ landlord to determine if you qualify for delayed payment arrangements if you are unable to make your monthly housing payment.*

**Utility Shut-Offs** - *The State of Ohio has a moratorium on utility shutoffs due to the COVID 19 pandemic. If you are unable to pay your monthly gas, electric or water/sewer bills, please know that you are not at risk of having your utilities shut off. While this is not payment forgiveness, please have some peace of mind that your power will not be turned off if you can't pay this bill. Please note if your utilities were shut off, you will need to make contact to have it corrected because the utilities are not coming out automatically.*

**Emergency Food Assistance** - *ADue to an increase in unemployment and community demand, our local food banks and pantries are ramping up efforts to assist you at this time. In addition, you may also qualify for food assistance (such as TANF, EBT, SNAP or others) through your county. Start your search for food assistance at: <http://www.ohiofoodbanks.org/>*

**Additional Grants and Loans** - *Besides the federal assistance described above, there is a growing number of grant and loan funds that are being established. We are tracking these resources and will help point you to local resources that may be helpful.*

**Need Additional Support?** - Please dial 2-1-1 for additional services or guidance that can help you at this time.

*Let's work together to ensure that we all survive this moment and receive the help necessary to recover from this global crisis hitting us here at home.*

As always, Plan F Solutions remains available to assist with any technical assistance matters. Feel free to contact Plan F Solutions today.

*\* Version 1.0 - This information is evolving constantly. Please note the date at the top of this shared document and confirm with sender that this is the most recent version.\**