

FOR IMMEDIATE RELEASE
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CARES ACT FUNDING UPDATE

Jacksonville, Fla. (August 5, 2020) – Yesterday, the Northeast Florida Community Action Agency, Inc. (NFCAA) went live with accepting applications for several programs designed to assist residents and households with rent, utility payments and self-sufficiency programs resulting from the COVID-19 outbreak.

Due to the influx of people seeking assistance, that put a lot of pressure on the agency's online appointment system. Additionally, the call volume tripled in hours of opening causing a shutdown. Northeast Florida Community Action Agency will continue to monitor and work around the clock with our external vendor CDS to quickly address and handle the increased number of appointments being made.

“We anticipated some problems with the launch and are working swiftly to resolve issues for those trying to apply online or via the phone. We understand many people have been unable to access the appointment line due to the overwhelming response. We know how frustrating this is for our community and apologize for any inconvenience this has caused many families,” said Kimberly Cobb Ray, NFCAA's Executive Director. “As we work through these issues, we ask for your patience. We are shifting additional resources to meet the demands and assist as many individuals and households as possible.”

Eligible residents may still apply. Northeast Florida Community Action Agency will post on www.nfcaa.org an update once all funds have been exhausted. Individuals who applied without making an appointment will not be considered.

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For more information on the Northeast Florida Community Action Agency, call
(904) 398-7472 or visit www.nfcaa.org.

Mission Statement: Collaborating with community partners to stabilize vulnerable households and empower families in Northeast Florida to achieve self-sufficiency through education, employment and advocacy.