



Emergency
Family
Assistance
Association

IMPORTANT INFORMATION ON EFAA'S SERVICES AND COVID-19

EFAA is prepared and fully committed to continuing to provide services while protecting the health of our community. EFAA's services remain available throughout the stay-at-home order issued by Colorado. Here's how to get help:

Food Assistance

In order to protect the health of our community, EFAA's food bank will no longer be operating as a self-shop model and will instead be distributing grab-and-go food bags on the north-west side of our main office at 1575 Yarmouth Ave. Content of bags may differ based on availability. There is no need to schedule an appointment to use the food bank. Eligible households may visit the food bank once per week. Upon arrival, you will be asked to provide your name, date of birth, zip code and phone number. Food re-evaluations are being extended for six months and are not needed to pick up food.

NEW Food Bank Hours as of 3/26/2020:

- Monday: 12:30 to 4:30 pm
- Tuesday: 12:30 to 4:30 pm
- Wednesday: 12:30 to 4:30 pm
- Thursday: 2:00 to 6:00 pm
- Friday 12:30 to 4:30 pm

Financial Assistance for rent, mortgage, utilities, medical, etc.

Participants in need of financial assistance should call EFAA's front desk at 303-442-3042 to see if they are eligible for assistance and to schedule appointments. Please inform us if you have an emergency situation (demand for payment, shut-off notice or eviction in-hand), so that we can schedule the earliest possible appointment. All appointments will be conducted over the phone. Your case manager will call your phone number at the time of your scheduled appointment. Please ensure the front desk has your most up to date phone number.

To submit paperwork for your appointment, you can:

- Email a photo of your documents to christian@efaa.org
- Text a photo of your documents to 720-608-1624
- Bring documents in an envelope to our office at 1575 Yarmouth Ave and place them in the lock box to the left of entrance on 16th Street
- Fax your documents to 303-442-0946 with attention to the case manager you are meeting with

EFAA serves people living in the City of Boulder and Boulder County mountain communities. We welcome all people regardless of race, color, religion, sex, orientation, disability, familial status, immigration status or national origin. Our primary focus is on families with children, seniors, and people with disabilities. For City of Boulder services, call our front desk at 303-442-3042 to see if you qualify. For mountain community services, call 720-422-7813.

East Boulder County Resources:

People living in **Lafayette, Louisville, Erie, and Superior** should call Sister Carmen at 303-665-4342.

People living in **Longmont, Lyons, Niwot and Allenspark** should call OUR Center at 303-772-5529.

Last updated 3/31/2020