



Like so many other organizations and companies, NCALL takes the health of our customers and employees very seriously. After due consideration of the information concerning the highly contagious nature of the coronavirus, NCALL's leadership team has decided to cancel all workshops and in-person appointments for the next two weeks, through March 27, 2020.

We are offering counseling appointments via phone and/or Skype or FaceTime. Business-related travel and group meetings will be replaced with web-based platforms as much as possible. We are truly sorry for any inconvenience this may cause you. While we have not made the decision for all staff to work remotely, some staff are choosing to do so and their out-of-office messages will indicate how to reach them. NCALL has a *Continuity of Operations Plan* in place and through technology, we will be able to continue our services and communicate with our clients, partners, funders, and investors as well as the communities where we are working with care and without interruption.

We are monitoring and assessing the ongoing coronavirus situation as it develops and will modify our plan accordingly. Any changes will be promptly shared with employees, customers and partners.

NCALL's Mission: *Strengthen Communities through Housing, Lending and Education*

The Core Values that guide our actions: *Compassionate, Resourceful, Trustworthy, Responsive, and Innovative.*

We promise to stay true to our Mission and Values during this challenging time.

Wishing you and your families health and safety,

Karen Speakman
Executive Director
NCALL

