

## **Portage County**

### **March**

“Steve” lost his job in the middle of winter when his heating bills were highest. He had a hard time keeping up, and he didn’t know where to go for help. He called United Way’s 2-1-1 and spoke with an Information Specialist, who gave him information on a local heating assistance program. A couple of weeks later, Steve shared that he had connected with the heating assistance program and that they were helping him catch up on his bill.

- **Used on mid-year report**

“Carlos” had fallen behind on his rent payments and received an eviction notice from his landlord. He didn’t have enough money to pay off his notice, so he called United Way’s 2-1-1 to find help. An Information Specialist gave him information about local programs that offered rent assistance. In a follow-up call, Carlos said that he had gotten help with his rent and no longer faced eviction.

### **April**

“Chris” became ill and was unable to work for over a month. He and his wife were struggling to provide for their young children without his income. They were using most of their money for diapers and food, which made them late on their rent. Their landlord threatened to evict them if the rent wasn’t paid. Unsure of where to go, Chris called United Way’s 2-1-1. An Information Specialist gave him information on rent assistance programs, as well as food pantries, to try to relieve some of the financial burden. In a follow-up call, Chris shared that he had received help with one month’s rent and had been using the food pantries. Those programs helped him feel like he could make things work, going forward. He was very grateful for the help he received from United Way’s 2-1-1, and was glad to know the service was there if he ever needed help again.

“John’s” position was eliminated due to cuts in funding, leaving himself and his wife with no income. He had applied for assistance programs, but wouldn’t start receiving benefits for another month. In the meantime, he was worried about falling behind on his mortgage and competing with younger workers for a new job. He called United Way’s 2-1-1 to find out if there was any help available for him. An Information Specialist gave John information about local programs that offered financial assistance and help with his job search. When the Information Specialist followed up with John, he said that he had gotten help with a mortgage payment and food assistance from one agency and that he had an appointment with an employment program to help him get started on his job search.

## **June**

When debt collectors started garnishing his wages for old debts, “Chris” didn’t know what to do. They were garnishing most of his check each pay period. He was unable to make rent payments or even buy food, and he was facing eviction. Chris called United Way’s 2-1-1 to get help. An Information Specialist offered information about food pantries and emergency rent assistance. When the Information Specialist followed up with Chris, he shared that he had gotten rent help to avoid his eviction and that the food pantries were a great help.