



United Way Fox Cities



**United Way Fox Cities helps people like Joe.**

Joe called United Way 2-1-1 in tears. He revealed that his wife was recently hospitalized for serious mental health issues and he was going to be the sole source of income for their family for the foreseeable future. He needed to continue to work 50+ hours per week and care for their three children. To top it off, unbeknownst to Joe, the utility bill had not been paid for several months and he had received a disconnect notice. He was totally overwhelmed and stated several times that nothing like this had ever happened before; he has a good job and has never had to ask anyone for help. After talking through the situation, the 2-1-1 call specialist was able to help the caller prioritize his needs and understand how various community resources could help. The call specialist made a call on his behalf to connect him to child care near his home, which was one of his most immediate needs. The call specialist then connected him with additional community resources. During a follow up call, Joe reported he was able to get assistance to pay his utility bill and he qualified for child care assistance. He also contacted the school to register his children and found out that before and after school care was available, so he wouldn't have to miss work every day to transport the children. He spoke with someone at a mental health resource about the whole situation and hoped to attend upcoming support groups. Joe shared, "I was really at the end of my rope and want to thank United Way 2-1-1 for being there when I didn't know where else to turn."

**UNITED WE FIGHT. UNITED WE WIN.**