

UNITED WAY OF BROOME COUNTY



Agency Name: Catholic Social Services

Program Name: Emergency Assistance

Program Success Story:

There is a gentleman (“Tom”) who lost his job. His wife was employed, but they quickly found themselves behind on some of their bills. The couple has four children and finding enough resources to feed them was becoming a struggle. When Tom first came to the Emergency Assistance Program/Food Pantry he was embarrassed that he couldn’t provide all that his family needed. Fortunately, Tom’s family only needed to use the pantry for a few months when he found employment as a bakery route driver. The third week on the job, after talking to his boss, he came to us and asked if we would like the products that weren’t purchased. Now Tom comes to the Emergency Assistance Program/Food Pantry in order to bring us bakery items four times a week. Talk about “paying-it-forward”!

A mother of three (“Helen”) came in to the Emergency Assistance Program/Food Pantry and told us about using the last of her money to buy a study guide for a civil service exam. Helen went on to tell us that her oldest teenage son was upset that she would use the money for the study guide as opposed to getting some food into the house. She explained to him that she would find a way to get their needed food; but that this was something she felt she had to do to assure that they wouldn’t be in this situation again. The program staff was able to assist her with basic needs and refer her to some other food and clothing sources she hadn’t known about. Helen was back a few more times, and the last time the program staff saw her, she had just come from work and was waiting for her first paycheck. Helen was grateful for all our help and encouragement and wanted to make sure that we knew how proud her teenage son was of her now.