

Customer Stories

A single 19 year old female came to us in September of 2013 seeking shelter as she was homeless. She had relocated to the Quad Cities from Chicago to stay with her brother and seek employment. However, she was put into an unstable living environment and her brother decided he didn't want her living with him any longer. She was able to stay with a coworker temporarily. After meeting with a caseworker she was offered the opportunity to become a part of the Youth Transitional Housing program. She was working two part time jobs. We were able to assist her with counseling, job coaching, utility assistance, budgeting, goal setting, medical card, and SNAP benefits while she was in the TH program. She enrolled in a CNA course and successfully completed it. She was able to find full time employment with Rosewood Care Center. She will be successfully exiting the Youth TH program and will be moving into one of Project NOW's affordable rental properties in April.

A single mother of two children has had challenges with transportation and child care. This family has participated in the Head Start program for two years. The mother now has a full time job at the local Health Department as a Home Health Aide. The parent shared this comment: "I am excited to have a bigger yard and a nicer house for the same amount of money!" "And the kids already have friends next door".

An unemployed woman and her disabled mother in Hooppole, IL applied for the Emergency Repair Program as her roof was leaking in several places. Also the gutters were damaged and water was going into the basement when it rained. They didn't know what they were going to do as they relied on the mother's disability check to live on and were not eligible for a loan. They had been praying for some sort of assistance, as they did not think the house could go through another winter or heavy rainy spell. Project NOW was able to replace her roof and gutters through the Emergency Repair Program. They were extremely relieved and happy, and said that the contractors did a wonderful job.

The Senior Center received a thank you note from a customer that used to receive home delivered meals and is now in an assisted living facility. It stated:

My Dearest Wonderful Angels !! ☺ It just hit me that I hadn't paid for the home delivery meals in Feb till the 13th!!! I am so sorry. Thank-you to all my angels that delivered the meals with beautiful kind smiles. I'd also like to thank everyone for your prayers ☺. My neurosurgeon has just told me that the spinal cord in my lower back is only 4-5 hairs wide from being completely closed. I have no fear for I know God hears all the prayers, May his will be done. Amen. I hope everyone had a beautiful Easter!! ☺. I miss all my angels. May God bless you tenfold ☺. All of you will always be in my heart!!

A family of four came into our office seeking assistance with housing due to being homeless. After discussions with the caseworker they decided to enter our Family Transitional Housing Program in May 2014. We were able to help them achieve their goals of improving budgeting and life skills. We assisted them with energy assistance, job coaching skills, employment, schooling, obtaining a driver's license, marriage and individual counseling, family skills, and food assistance. Upon successfully exiting the program this month, we were able to provide a queen size bed and the first month's rent and deposit for their new affordable rental apartment with Project NOW. The mother stated she felt like they gained a lot of confidence as individuals and a family and now feels good about herself. She said before the program she felt like she was just existing and going through the motions of life, however since the program she now feels her life has purpose and meaning.

A single mother of two children has the desire to increase her education, to become a Certified Nursing Assistant. She was afraid to enroll in courses as felt she may struggle. She has enrolled in classes. The parent is able to receive adaptive services to assist her in the Certified Nursing Assistant course tests. She shared that she earned an A and B on tests she has taken.

A disabled woman in Colona was unable to use her bathroom. Her condition confines her to a wheelchair and she could not use her toilet nor her bathtub. She used a porta potty in her living room and took sponge baths. She was first considered for the Home Modification Program, but it became apparent that her septic tank needed replacing. She was referred to USDA Rural Development. At that time we had to deny her for the Home Modification as there weren't enough funds to address the septic tank. Later, we were contacted by USDA that she had been approved for the septic tank replacement. We contacted her to approve her for the Emergency Repair Program funds to get her bathroom remodeled. She was so overjoyed because she thought that she had been denied the Home Modification and that we had forgotten about her! When her bathroom is done, she will be able to take a shower and use her toilet after many years of not being able to do so.

A senior came into the Senior Center with a shut off notice for her utilities. Because the state LIHEAP funding was already exhausted, the worker had to think outside the box for assistance. Together they began the process for an iCare application. Initially she wasn't eligible because she hadn't made the recommended payments within the recommended time frames. The woman was noticeably upset. The worker then explained the guidelines to her and encouraged the woman to go make a payment agreement with MidAmerican immediately. She made an agreement and made a payment with the utility company. At that point the woman called back to schedule another appointment for 2:00 that day. She called the worker assisting her 20 minutes before her appointment to say that her lights were shut off. When she came in for her appointment, she had now met the guidelines of the program. The worker completed the paperwork, brought it to the main office for verification and the woman's electricity was restored later that day!