

PROFILES OF HOPE

Susan

*A pseudonym has been given to respect client privacy.

Susan is a single mother raising two children, one in middle school and a senior in high school. Susan also takes care of her elderly grandmother on the weekends. To make ends meet, she was working two jobs, one full-time at a local leadership company and one part-time as an optician. When Covid-19 hit in March, Susan lost both of her jobs. "I will work two to three jobs to provide," she said. "But when they are taken away from you and the bills are still coming in, it is terrifying."

As a result of losing both jobs, Susan could not make ends meet and became behind on her utilities and mortgage. "Unemployment was a mess. I filed and it took months before I even heard from someone. I am a single mom with two kids, it was really rough," she said with tears.

Susan had a friend recommend she should call Caritas for help. Susan called and was connected with an Intensive Case Manager. "I had reached out to another local agency for help and it was over 30 days before I heard back from them. I was able to connect with a Caritas case manager the day I called and she answered all of my questions immediately."

Caritas was able to help Susan and her family by paying for her utilities and mortgage bills. "It was amazing what Caritas was able to do for my family. I have never needed help like this before. Its hopeful to have an organization that didn't make me feel bad about the situation I was in. I was in panic mode."

Today, Susan is back to part-time four days a week and is helping both her children with virtual learning. "We are not 100% recovered yet but Caritas helped us get from point A to point B, and for that I am grateful."

