



WHEN WE REACH OUT A HAND TO ONE, WE INFLUENCE THE CONDITION OF ALL.

### **2-1-1 Helps a Family Stay Warm**

Everyone knows someone who needs help at one time or another. Our goal at United Way of Westchester and Putnam is to bring awareness about 2-1-1 to the local community to empower residents to pick up the phone and seek assistance if they need it, or refer others to the important services that United Way's 2-1-1 provides.

Winter brings extra hardship to people struggling financially. 2-1-1 can be a welcome – and sometimes lifesaving – resource. Recently, during especially cold weather, a woman was referred to 2-1-1 by her sister. The woman has a job, but it is low-paying and she had been struggling. She was very anxious about trying to keep her family warm. Her house had been cold for several weeks because the heating oil in her tank had run out, and she could not afford to fill it. She and her family were suffering.

United Way's 2-1-1 immediately put the woman in touch with HEAP, the Home Energy Assistance Program. They assisted her and the very next day her oil tank was filled. Fortunately, her sister knew to refer her to 2-1-1. As a result, now she and her family are warm again.