

Success Stories: Gilchrist Center's Information and Referral Program

- One of our clients, who was at risk of becoming homeless, called us for help. With three children, she could not secure housing and was planning to go to a homeless shelter. With our assistance, she was able to apply for Temporary Cash Assistance and find temporary housing.
- Another client, who was COVID positive, was in need of food and other essential items days before a long, snowy weekend. Our Info and Referral specialist referred her to the Food and Service Consolidation Hubs, which then connected her with food providers.
- A client called the Gilchrist Center because her daughter was struggling with her classes at Montgomery College, and for good reason: she didn't have a computer and only had her phone to attend classes! We found that Montgomery College provides financial assistance so that students in need can apply for a voucher to purchase a computer. Our client was extremely thankful for the help we gave her.
- Finally, we helped a client reapply for the Rental Assistance Program (RAP) after they were having issues with rent. The caller was also very thankful of our commitment, noting how appreciative they were that we called back to follow up.

Such stories mean a lot to our staff, but also to our clients. By doing this work, and showing that at the other end of the line, someone cares, we help build community trust.