Due to ongoing health issues, Marsha’s* savings was depleted and she was at risk of losing her home. Overwhelmed, not knowing where to start, and thinking suicide might be her only option, Marsha reached out for help.

The 211 Specialist Marsha spoke to validated how she was feeling, and helped her develop a plan to keep her safe as well as a plan for reaching out to community resources.

Marsha felt better at the end of the call, and when 211 followed up a few days later, Marsha said the 211 Specialist was so helpful and supportive when she was feeling depressed and helpless.

Marsha also said that the 211 Specialist gave her numerous resources, some of which very already able to help.

* Names and events were changed in order to protect client privacy