

A 59 year old single male who had lost everything in a fire came into Project NOW Outreach seeking assistance. We were able to help him obtain **Affordable Housing** in one of Project NOW's **91 permanent Affordable Rental** properties. We accessed **SEAP** funds to assist him with the deposit for his new apartment. We utilized Project NOW's **CSBG Emergency Assistance** funds to get him a bed, couch, and chair for his new apartment. He also signed up for **LIHEAP** utility assistance to help ease the energy bill costs during the winter months. He was very thankful for a fresh start and is optimistic about life going forward.



A **Head Start** family has had 4 children in our Head Start program. The family was temporarily disrupted when the mother left and moved out of state due to some family problems. She has returned and is working with Head Start staff to get their youngest son into the program. Their first step was to have him screened by the school district for some speech concerns. A plan was developed that will allow him to be provided speech services at the elementary school and be able to attend the Head Start program. This family has been very active participants in their children's education and the mother stated, "I want my child to come to Head Start. I know that when each of my children have entered Kindergarten they have known more than other children entering from other Pre-Ks."



A single, 52 year old **homeless woman** came to Project NOW seeking emergency housing and she moved into Project NOW's **Sojourner (Sojo) Women's Shelter**. Upon entering Sojo, she was dealing with extreme medical issues which required surgery. With the assistance of her caseworker, she was able to have the medical procedures which improved her quality of life. Once her health was stabilized she was able to start working on her goals. She is working with IA/IL Independent Living to help obtain her SSDI Claim due to her ongoing health issues. She applied for General Assistance and was approved while actively seeking employment/awaiting on the SSA decision. After about 6 months living at Project NOW's Sojo House, she obtained affordable housing with the Rock Island Housing Authority and moved into her new apartment. Project NOW was able to assist her with her security deposit along with a new sofa for her apartment. She will be receiving 6 months of follow up with her case worker to ensure she remains on track with her goals.



An elderly man in his 70s with cancer who lives alone lost 85 pounds and became underweight and malnourished. It was serious enough that he had to have a feeding tube. The doctor's office suggested to a family member to check in to "meals on wheels". The family member called Project NOW's Senior Center and he began to receive a hot noon meal daily. After a few weeks of receiving Project NOW's **Home Delivered Meals**, the man has steadily gained weight and is no longer on the feeding tube. The family is very appreciative of the help that Project NOW's Senior Services has been able to provide.

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**RIM Rural Public Transport** is operated by Project NOW and provides **transportation to the general public** in rural Rock Island and all of Mercer County. We received a last minute request for an elderly woman to be driven one way from a Rehab Center in Moline to a senior complex in Mercer County. We request customers schedule appointments at least 24 hours in advance, yet many schedule their rides weeks or months in advance. The dispatcher was able to rearrange drivers' schedules and had this customer picked up for transport within the hour. The customer told her driver how appreciative she was for getting transported on such short notice. Both the customer and her daughter were so thankful for The RIM Rural Public Transportation service that they donated \$50. The driver stated that both of them went on and on about how appreciative they were for this specialized customer service.

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A disabled man is thrilled that he won't have to spend his second winter without heat in his mobile home. A leak caused the gas to his furnace to be shut off by the utility company last winter. The man was unaware of the assistance that was available to him. Project NOW's **Weatherization** staff were able to get the gas lines repaired, so a new energy efficient furnace could be installed just in time for winter. Before the worst of the winter cold begins, Project NOW's Weatherization team will also install insulation and weather-stripping.

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A young, single mother of a 4 year old boy was staying with friends unable to find housing. She was working full time making it difficult for her to find the time to find housing in Rock Island County. She put in an application for one of Project NOW's permanent **Affordable Housing Rentals**, including all the information that was needed to process the application. She was approved and moved into a 2 bedroom apartment in Rock Island, thankful to have a permanent roof over her and her son's heads.

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A single parent of 4 children, with one daughter attending **Head Start**, needed help to meet a requirement for her daughter to attend Head Start. The daughter needed a dental consultation to address a critical dental need. A local dentist could not be found due to the complexity of the dental work needed and the child having to undergo anesthesia. Head Start staff found a Chicago dentist with an office in Rockford who agreed to meet with the child and parent. Head Start provided transportation for the mother and child to Rockford for the dental appointment. The mother said, "Project NOW has been very helpful with not just my child's education, but with their commitment to my child's wellbeing."

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A **homeless, married couple both in their 40s** with two young children were staying at a shelter in Davenport. They came into Project NOW's Rock Island Outreach Office seeking **Rental Assistance**, in the form of first month's rent and security deposit. They had found an affordable 2 bedroom house in Rock Island to rent. Project NOW helped with rental assistance along with a twin bed and a full bed for their new home. The family was very thankful for our services and for a new start on life.

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A **homeless youth** moved into one of Project NOW's **8 Youth Transitional Housing** units in Rock Island. He was attending high school in the morning and worked part time in the afternoon. His pregnant girlfriend moved in with him and their baby was born several months later. Upon graduation, this motivated young man obtained a full time job. This teenage couple lived in Project NOW's Youth Transitional Housing for about 1½ years. After securing full time employment, they found an apartment in Moline for their young family. Project NOW helped with this transition to permanent housing by using **the Emergency Shelter Program** (ESG) to pay first month's rent and deposit and **CSBG Emergency Assistance** to pay for a bed.

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A single mother with a son who attends Project NOW **Head Start** had been unemployed. When Head Start staff found out that she was not working they discussed with her what kind of employment she would be interested in. Upon finding out that she had an interest in nursing, she was referred to Black Hawk College's nursing program. She completed all of the necessary items for registration and was happy to report that she has been accepted into the nursing program and will be able to pursue a career in her field of interest. This mom will be modeling learning to her son as they both pursue schooling.

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A disabled, middle aged woman came into Project NOW's **Outreach Office** seeking **Rental Assistance**. She had fled a domestic violence situation and was starting all over in a new city. She had found an affordable place to live on her own and Project NOW was able to help her with **the deposit** to secure this apartment. We also assisted her with getting **a new bed** and made the referral to apply for **LIHEAP utility assistance**. She was very grateful to the outreach worker and is looking forward to a fresh start in a new city.

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A couple with 2 small children were living in public housing. The Dad found a great job making \$17/hour. This was a huge success income wise, but had the unfortunate result of increasing the family's rent to over \$700 per month, because public housing rent is based on a percentage of income. They put in an application at Project NOW for an **Affordable Housing Rental** unit. They were so excited to be offered an apartment with affordable rent of only \$460 per month. Now they are able to pay their rent and afford their everyday living needs.

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A single 58 year old man with a 9 year old child was referred to Project NOW's office from the American Job Center to access our **Economic Development** funding through our CSBG grant. He had been without work for quite some time and his unemployment benefits ended 3 months prior. He decided to obtain his CDL by enrolling in the 160 Driving Academy paid for by Project NOW's CSBG funding. Upon beginning the courses, it was discovered he had an outstanding reinstatement fee dating back to 2002 that was preventing him from graduating from the class. Project NOW staff were able to get the funder's approval to pay for not only the course, but this fee as well, so he could graduate, and begin his new career.

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A worried 67 year old gentleman called Project NOW's **Senior Center** in need of a **"RIM" Rural Public Transit** ride from rural Mercer County to Rock Island for surgery. Staff confirmed that we would be happy to take him to all four of his appointments related to this surgery. As staff was talking with this customer, he told us that he lived alone and that he had originally had an appointment in Iowa City, but cancelled it due to lack of transportation. He was able to schedule his care with a clinic in Rock Island and that was how he was referred to the Senior Center. He was so glad to know that there is a service out there that provides rides for people living in the rural areas. He said that he was telling all of his friends about our **"RIM" Rural Public Transportation**. One very relieved customer is a great way to continue to grow the RIM Rural Public Transit Program which **serves the general public in rural Rock Island County and all of Mercer County**.

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**Head Start** has a 2 parent family with 4 children. Over the last 6 years all four children have been enrolled in Project NOW's Head Start Program. The family has utilized **LIHEAP and Weatherization** for their home, and furnishings for first apartment from Project NOW's **Good Things NOW Quality Used Clothing Store**. Head Start helped them find a dentist to assist with the cost of dental work. The mother is a stay-at-home mom, and has been very active in Head Start's Policy Council. She stated that she "owes ¾ of my parenting skills to Head Start, from all my children's teachers. The oldest child's teachers still take an interest in them. To me that is amazing!" The family was recently able to purchase their first home. Mom said that they plan to make their house child friendly by creating a library and family game room so that they can spend quality time together.

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Project NOW's Housing staff are working with a middle aged single man in need of **Project NOW's Home Accessibility Rehab Program**, which provides funding for accessibility rehab. He has been needing a ramp and an accessible bathroom. He was referred to Project NOW by the Iowa/Illinois Center for Independent Living because due to his medical condition it is physically exhausting for him to climb steps to get in and out of his house. He thought that he would have to leave his home and this program has given him hope and a sense of relief that he will be able to stay in his home.

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The **Senior Health Insurance Program (SHIP) Open Enrollment** began on October 15<sup>th</sup> and runs through December 7<sup>th</sup>. Senior Center staff received a phone call from a woman to schedule an appointment for her 53 year old disabled sister who lives alone in Moline and was in need of help navigating her Medicare options that she will be starting in February. This customer had been waiting for 2 years after being determined disabled to qualify for Medicare. The customer came into the Senior Center to meet with an Outreach Worker who explained the details of Medicaid versus Medicare including supplements, Medicare Advantage and Part D coverages. Staff assisted her in the online application for the Medicare Savings Program which will pay for the Medicare premium and this customer who came in worried, left reassured after one very helpful hour.

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A single, **homeless** woman came to Project NOW seeking entrance into our women's shelter, **Sojourner House "Sojo"**. She had been homeless for 4 months and was staying place to place which ended in a **domestic violence** situation that led her to our door. She moved into Sojo and was working a part time seasonal job, which was not enough income to stabilize her. While living at Sojo we were able to assist her with obtaining an ID and improving her budgeting skills. She was paying off a previous utility debt so she could obtain utilities in her name once she found her own place. Within 4 months, she found full time employment at a local processing plant. She was then able to obtain an affordable one bedroom apartment and successfully moved out of Sojourner House stable and with goals to achieve going forward.

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While searching for a company to clean the windows at Project NOW's Senior Center, a call was made to **McClendon Window Cleaning**. The owner, Kim McClendon, remembered Project NOW. He attended **Project NOW'S Small Business Class**, learned how to write his own business plan & has been in business for over 11 years. The business has been very successful and he does a great job!

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**Head Start** has a two parent family with two young children, ages 4 and 5. The French speaking parents are recent immigrants and were pleased to find a Head Start staff member who was fluent in French. When the youngest child started attending Head Start in August the father worked full time while the mother stayed home. Their family goals were for the mother to find employment to provide some financial stability and to purchase a home so that their children would have a better place to live. This family has been very active at their center, attending open house, parent meetings and conferences. The mother has been able to find employment and the family was able to purchase a home using a First Time Homebuyers program through their bank. They are very happy to have a home to call their own.



An 80 year old woman rents a room in a house in Rock Island. She used to be more social, but has become a bit reclusive. She came to Project NOW's **Senior Center** to apply for utility assistance, but she did not qualify for **LIHEAP** because of her living situation. Shortly thereafter she came back to the Senior Center for help with her **Benefit Access Application** which provides free bus passes and discounted license plate stickers for persons aged 65 and over. While at her appointment she learned about several upcoming parties. She signed up for the Senior Center parties and had an excellent time and has returned to Project NOW's **Senior Center Meal Site** where she can eat a hot noon meal in great company Monday through Friday. The socialization that we offer through the Senior Meal Program is very important to keep seniors from becoming isolated.



Head Start has a single, stay at home mom raising 4 young children, all under the age of 8. The 3 year old is currently enrolled in Project NOW's **Head Start** program. Mom has participated with health consultation and referral meetings. She participates in the family activities offered at the center and works with the child at home on his school readiness goals. She has been struggling with getting the 3 year old potty trained. Classroom staff have worked with the child and he has now progressed to "big boy underwear" for the majority of his day. Mom has been very grateful for the help she has received from Project NOW's Head Start.



A single disabled woman living on less than \$900 per month was **homeless** and living in a hotel. Her mother happened to go into a Project NOW outreach office to see if Project NOW had any **Affordable Housing Rentals** available. The outreach worker told the mother about an available apartment nearby. Staff gave her a housing application to fill out and worked with her to collect the needed documentation. The completed application was processed and approved, allowing this grateful applicant to move in the next day! The tenant now has a beautiful single level one bedroom apartment complete with a shared laundry room and community room to call home. She is in love with her affordable new home!



A single mother, with a disabled toddler, living on \$733 per month came into Project NOW's **Outreach** office seeking assistance for a housing deposit and a child's bed. She had recently fled from an **extremely abusive marriage**. She received a section 8 voucher from Rock Island Housing Authority, but her current landlord would not accept the housing voucher. This highly motivated woman worked diligently and found an accessible 2 bedroom single-level rental house, which was critical because her daughter has lifelong medical issues and medical equipment needs. This new house allows more room for her daughter's medical equipment and relieves some of the mother's physical stress of having to carry her child up and down flights of stairs. Project NOW was able to help this family with **Rental Assistance** by paying the rental deposit and with **CSBG Emergency Assistance** by paying for a child's bed.



A single **Head Start** parent with 4 children was **evicted from her home**. This family had nowhere to stay and moved in with relatives. There was no housing available through Project NOW, so Head Start staff started making phone calls to see what assistance the community could provide. The staff were able to get two nights at a hotel room donated along with dinners for two nights so the family would have a good meal at the end of the day. Head Start provided breakfast and lunch to the family. A call to a used clothing store resulted in donated outfits for all family members. Staff were able to provide the parent with numbers to local emergency shelters so she could make arrangements for a place to stay. Mom secured temporary housing and was able to get her children to school and Head Start. She was extremely grateful for the assistance of the Head Start staff, who are continuing to offer resources and support to the family.



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An 88 year old woman living alone in Milan was referred to **Project NOW's Senior Center** from a local hospital and was in need of **Home-Delivered Meals**. She was on oxygen and had extreme difficulty getting around. Her husband passed away a couple of years ago and her adult children were taking care of her, but needed help. The family was so happy to see us when we arrived to assess her eligibility. She qualified for the Home Delivered Meals program and she couldn't believe it was true that someone could bring her a hot noon meal. We explained other programs that the Senior Center has to offer, including door-to-door transportation in wheelchair accessible vans. She asked whether we could provide a ride to say, the grocery store or the hairdresser. We told her absolutely, but to schedule ahead as we get booked up quickly. The relief in her daughter's eyes as both she and her mother began to cry was overwhelming. She said that she loved getting her mother's hair done but that her mom's health had declined to the point that she couldn't get in the van anymore. They were astounded by the suggested donation of only \$3 per round trip. Staff came away from that home visit feeling a sense of pride to be able help these people out so much, with a daily meal and some much needed information and assistance.