

# Without Path Assist, this is Laura's reality

I feel so lost!?!

## Uncertainty

"Not knowing when or if I'm going to be able to get some help is a worry that's always in the back of my mind."

## Fear, Powerless

"They ask for a bunch of personal information, and it's hard to know if you're giving the "right" answers."

## Complexity

"The applications you have to fill out to get help with food or housing are just painful...you need a dictionary just to understand what they are asking for."

## Meet Laura



- Single mom
- Works two Jobs
- Wants to find more stable employment

“

Being a mom on my own can be tough. You work hard, and do your best, but it feels like people don't really see that. People give you looks. It makes me feel embarrassed, like people think I'm not a good mom.

## Limited Resources

"Even if you get everything right, best case scenario is you get put on a wait list that can be months long."

## Convolutd Process

"Knowing all the rules to know if you even qualify to get assistance can be confusing because they are not at all obvious. Also, you have to be really careful not to make a mistake on your application, because it can slow everything down if you do."



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### Know Me

Appointment at a time that worked for me



“ Jennifer called me at the time most convenient for me. When does that happen? I’m working two jobs and need to help my kids with dinner and homework, so time is short.

**She was warm and asked about me, my needs and worries, and what I cared about.** I talked about my kids, fear of losing my job, and feeding my family healthy food.

### Hear Me

Follow up messages throughout the week



“ Jennifer connected me to a food pantry. She also gave me information on training programs. During the week I called three programs. Jennifer checked in with me via text throughout the week to see how it was going.

One message I received from her was **“You’re working hard to find a good job opportunity.”** That was a nice boost in the middle of a hectic, exhausting day.

### Connect Me

Connected to resources



“ The food pantry gave me healthy food options for us this week! It was such a relief!

**One training program looked good. But thinking about how to make it work was overwhelming.** Jennifer asked me about the training program and we talked through some great options.

### Coach Me

Interview preparation



“ She looked over my online application for the program before I submitted it. Then she did some role playing with me to prepare. Really helpful.

**I got into the program!! And I have a plan for doing it.** Now I have hope that I can find a better job with consistent pay so that I can provide for my children.

“ With Jennifer's help, I feel cared for