



## TRANSCRIPT

### Client Testimonial Video - Samantha

**Narrator:**

"Elmhurst is a wonderful and vibrant community. Yet some families are just getting by. For many, a single event such as a job loss, illness, injury, or divorce can make it difficult to pay their bills. The Elmhurst Walk-in Assistance Network provides financial assistance and compassionate care to our neighbors in need."

**Samantha:**

"Three years ago my husband passed away, and we had three children at the time. I was left with three daughters to raise on my own. We were in the Elmhurst school district. I was working at the time so we were financially doing OK and I really didn't need too much help. A couple years after he passed away, I lost that job."

**Executive Director:**

"Each year we will serve over 200 households, with about a thousand visits to our door--and give on average about \$75,000 in financial assistance to families in Elmhurst."

**Samantha:**

"Having to come in here and ask for help--really believing I was going to be turned down--it was devastating, and then when they said I would meet the requirements, I remember walking in the food pantry and the volunteers had to actually help me just get through that process the first time because it was just so... at that point my mental and emotional state was just so broken that I really couldn't even figure out how to pick out what kind of food I needed."

**Volunteer:**

"I think what makes the Elmhurst Walk-in Assistance Network unique is our ability to help our clients in numerous ways. We are not just financial assistance. Our clients sometimes just need a listening ear, they need a Kleenex, they need somebody to maybe hold their hand or cry with them, and we're able to offer them outside resources. We are here to listen and to help and to try to provide the referrals and resources if it's outside of our control."

**Samantha:**

"The volunteers met me at night, which for me was helpful--it meant I didn't have to take off more time at work because that would've been more loss of income and they were able to cover our rent. If we didn't have that option we would've been homeless."

**Volunteer:**

"The health of a community is kind of measured by how well we take care of our people in the community. Elmhurst is known for its parks, its security, its churches, its schools... and the way it takes care of its people."