



The Year in Review

What a whirlwind of a year. In 2021 we were awarded a grant for Emergency Services which enabled us to meet rent and mortgage needs for those facing homelessness. We received funds for Health Navigators to assist with market place insurance options, and a grant which helped us advocate for the expansion of Medicaid.

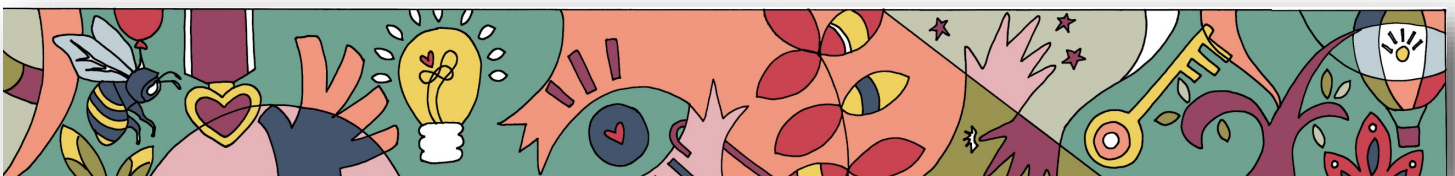
We encouraged our communities to get vaccinated, faced grit and tornadoes to bring utility relief, serving over 5,000 families and walked others out of poverty through our Family Development Program. Our Transportation department nearly doubled their funding and began working on blueprints for a facility which will be built off of Rockwell Road in Amarillo. We educated clients on adverse childhood experiences, helped over 1,300 with housing vouchers and weatherized 71 homes. Our Restoring America's Heroes program updated the homes of 34 Veteran's or spouses of Veterans.

A road was paved in front of what will be our new office in Dumas when construction costs are more reasonable. We gave away backpacks full of information and supplies, painted a mural on the front of our Amarillo office and created a cookbook through RSVP. Our staff experienced training in Nashville and in Boston, connected during all-staff day and created great memories during our summer picnic and end of the year Christmas Party.

Our computer gurus migrated us over to AT&T increasing connectivity across the board for our centers and upgraded our operating system. We added many new faces and volunteers through RSVP gave over 46,741 hours of their time back to the Panhandle.

You are difference makers and poverty warriors and should be proud of the impact you are making.

Happy New Year Everyone





Heartwarming Reminders of the Difference you Made in 2022

From: Alice Holguin
Sent: Wednesday, November 3, 2021 11:25 AM
To: Christina Cristan, NCRT
Subject: Success Story

I assisted a lady that had never heard of PCS as she moved from down south and she has a daughter that is disabled. Mother does not work as she has to care for her daughter and she expressed her gratitude when I told her that we were going to help her for current month and December and I let her know that she could return to get more assistance in 2022.

From: Elvira Padilla
Sent: Friday, November 5, 2021 2:16 PM
To: Christina Cristan, NCRT
Subject: Utility Assistance success story

Client came in for UA. He was hurt on the job and was dismissed from his job. Client was with no money for 3 months. Daughter was helping him out but client felt bad that she was using her money on him when she also needed it. Client said he had never known about our agency a neighbor told him about us. Was given information on Texas Rent Relief. He was so grateful to us, he has always worked and paid his own bills. He thanks God for Amarillo to have this program to help people in need. He also said other agencies were rude to him but our agency showed him respect and showed that we cared for people in need.

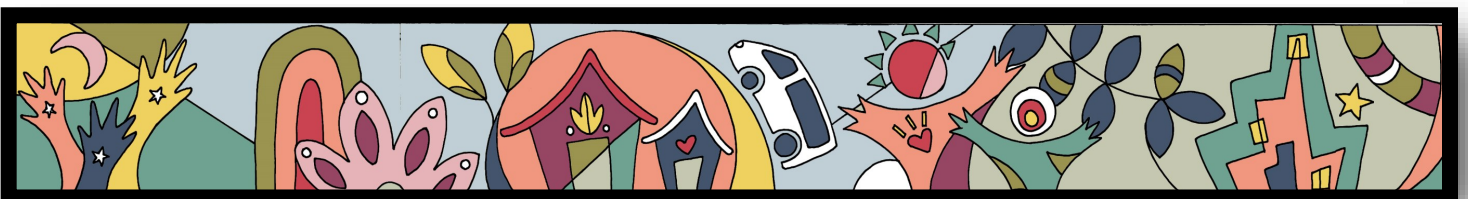
From: Marcia Campbell
Sent: Wednesday, November 3, 2021 11:41 AM
To: Christina Cristan, NCRT
Subject: RE: Success Story!

Christina:

My success story for the last 30 days.....

I have a client in Wellington that is elderly and disabled and he was needing assistance with his gas and electric. When he came in, he did not have his social security benefit verification letter. I used our resource Lee Alviar from the social security office. She not only sent us his award letter but gave us some information that would assist this client with prescriptions and QMB. I gave the client a contact name that I had from Amarillo Area on Agency. She sent him all the forms he needed to apply for the assistance.

The biggest part of the story is I had referred this client to the city when they were accepting applications for a new house and he was accepted!





Part - 2

This is the Anderson family. She graduated from AC in business and will graduate from WT with her business degree in December.



I have a client who came in on 10-07-21, [REDACTED] to seek Utility Assistance. She had told me her story of hardship and family turmoil. When we sat to discuss her situation to get her assistance, we found that the bills were under her son's name. He had moved out and was not providing further assistance to the household. My client became emotional as she was laid off due to covid cut backs and was in a very stressed state. I reassured her that we had some time to play with and to work with the utility companies to get her name on the utility statements. I filed her case away to possibly revisit later.

She called me on 11-02-2021 with enthusiasm in her voice to bring me new bills with her name on them and share some news. I happened to have a slot available. She brought in all current billing with her name on them and also to share with me that she had found full time employment. We sat and visited while I processed her case. She cried about not knowing what Thanksgiving was going to be like and Christmas plans were also uncertain. She cried as she signed each page of her case file. In the end, before I was able to review her service voucher with her, she asked if she was approved or if this was just an application to file for approval. I advised her that she was in fact approved! She sat back and cried tears of joy! I covered her Service Voucher, trying myself not to tear up, she was so relieved. I let her sit for a moment to let her compose herself. I told her how proud of her I was to remain persistent in getting her bills together with her name and gaining a full-time job. She cried more. I entered referrals to other services that she wrote on her Intake Form.

She thanked me non-stop as she left my office. She is just one family I will bless with PCS Family Night at Botanical Garden tickets so that she can take herself and young sons to experience some of Christmas!

Respectfully,

Oscar Herrera
Program Specialist-CEAP



This is the Matlock family. Kayla is currently working diligently on her nursing degree at Amarillo College in spite of her MS and Lupus, three children with hearing loss problems, and multiple other issues that have popped up that are outside of the family's control. They are determined to succeed no matter what!





Part - 3

To: PCS STAFF,
EMPLOYEES +
CONTRACTORS



May your days be merry and bright.
I WANT TO THANK ALL
OF YOU FOR A VERY
GOOD JOB YOU DID
ON MY HOUSE. I REALLY
APPRECIATE IT AND HAVE
A BLESSED DAY, MERRY
CHRISTMAS + A HAPPY
NEW YEAR.

Darrel Pollock

Also, a shout out and congratulations
to Ruben who just completed the
Potter County Sheriff's office
Citizens Academy.

