

Success Stories from the Aiken County Help Line 2-1-1

Since all of our calls are confidential, we do not know who the callers are, nor can we put an actual face to the voice. However, these are some typical calls that we receive as noted by Call Specialists.

“I had a really nice elderly lady that called in this morning. She had just moved to our state and was looking for help with benefit screening to help with her Medicare and snap benefits. She was 67. I was able to get her resources for SC thrive to help her with that process. She was very grateful that someone was able to help her at 211.” (Call Specialist Jamie)

“About 18 months ago I had a call from an elderly disabled woman. She was distraught over getting her bills paid and terrified of running behind on her payments and everything snowballing. Of course, I gave her the standard referrals for her area, salvation army, ACTS, etc. I go about my day and of course am concerned whether or not she gets the help that she needs, but there's not much I can do from here after I give out the referrals. About three weeks later, I get a call on the same shift (overnight weekday) and lo' and behold it's the same elderly woman! She just called back, hoping she'd get me again, and wanted to thank me for the referrals! I think that to me is the epitome of a success story on our hotline. I hope we can someday get systems in place and enough change in our community to where every call is this kind of ideal-scenario success.” (David, Call Specialist)

“I get a repeat caller every week on my shift (Friday nights until 11pm). He is a gentleman in his 50s and a Veteran. He just wants and needs to talk about whatever is bothering him that week. I have asked him if he would like to speak to someone who deals with Veterans, including the Veterans Crisis line; but he said that “he feels like just another nobody when he calls them.” I have assessed him to ensure that he isn't in immediate crisis, and he hasn't been. However, he told me that he appreciates having someone to call who actually listens and is available at night. He said that he is “alone with his thoughts at night” so that is why he calls then. Calls like his make me realize how much we really do provide to people in our community just through being there and listening. (Ian, Call Specialist)

I don't have a specific success story, but it always lets me know I have done my job when a caller calls back to tell me how much our services has helped them. When you are having a day where most callers are angry, it always makes me grateful for the ones who aren't like that and who take the time to let us know how much they appreciate us. (Ally, Call Specialist)

Success to me is when there are resources available for all of the needs that callers have. It upsets me when someone says, “they already tried an agency, and they are out of funding.” I understand that happens, but I try to educate the caller about funding for the different agencies and when I can help them think of other ways, they can access the resources they need. For example, if they need an electric bill paid, have they spoken to their electric provider yet? If I can refer them to an agency who might be able to assist with another need they may have, would that free up some dollars so they can possibly pay on their electric bill. Helping people put the puzzle pieces together is always a success. (Cari, Call Specialist)