211, a free, confidential service of United Way of Northeast Louisiana, is your Convenient, Community Connection to information and resources.

United Way NELA 211’s trained, experienced staff are available 24 hours a day, 7 days a week, 365 days a year... even holidays!

**UNITED WE FIGHT 2020**

We facilitate and implement change with the help of our donors, grants, and community partners. Here’s how United Way of Northeast Louisiana led the fight for our community in 2019-20.

- **EDUCATION** $500,000+ INVESTED
- **HEALTHY COMMUNITIES** $825,029 INVESTED
- **FOOD SECURITY** $406,000 INVESTED
- **HOUSING STABILITY** $878,000 INVESTED

**CALL 211 from any landline or mobile phone 24/7, or TEXT your zip code to 898-211 Monday - Friday from 8am - 5pm and receive:**

- **SERVICE PROVIDERS**
  - Phone numbers, addresses, hours of operation, etc.

- **REFERRALS**
  - Assess your needs to connect you to appropriate, available services and service providers

- **ADVOCACY**
  - Communicate on behalf of callers to ensure that they receive services.

- **CRISIS**
  - Help deescalate crisis situations and provide connections to crisis counselors.

- **TRANSLATION**
  - Help non-English speakers in more than 150 languages using phone translators.

**UNITED WAY NELA 211 IS NEEDED NOW MORE THAN EVER.**

**COVID-19 INFORMATION**

**HOUSING AND SHELTER**

**FOOD**

**UTILITIES**

**Call Volume January-June 2019 vs. 2020**

UnitedWayNELA.org
unitedway@unitedwaynela.org

**VOLUNTEER!** UnitedWayNELA.org/volunteer
THE SCOTT FAMILY WAS IMPACTED BY COVID-19 & THE APRIL 12TH TORNADOES:

Clifton and Tonya Scott; their daughter, Brittany Payne, and their three grandchildren, Teonna Payne (13), London Smith (5), and Tany Payne; and their three grandchildren, Clifton and Tonya Scott; their daughter, Brit Dawson Smith (3).

In November 2019, Clifton Scott had a devastating automobile accident that left him disabled and unable to work. After her husband’s accident, Tonya Scott, a school bus driver for Lincoln Parish Schools, was determined to take care of her family as best as she could.

Then came the COVID-19 pandemic, which left Tonya with an abrupt loss of income to support her family. Then, as if their family had not faced enough hardship already, April 12th, 2020 brought a devastating tornado to the Ouachita Parish community. Tonya and her family quickly realized that they were situated in the exact path of the storm. As soon as they received the emergency weather alert on their phones, Tonya began gathering her family to find a safe spot in the home. Before she even had a chance to get to her daughter and grandchildren in the other room, her husband, Clifton, yelled, “It’s here! It’s here!” Just as they ran to take shelter, the tornado ripped through their home, destroying most of their belongings and leaving their house uninhabitable.

They were unable to come back to their home for a week after the storm. As of July 2020, the house is still not livable—Tonya is working closely with contractors to make the necessary repairs, which are estimated to amount to more than $30,000.

“It was a big loss, but a blessing at the same time because we still have our lives,” Tonya said. “God spared us from the storms, both COVID-19 and the tornado. But United Way NELA helped us start over again.”

After the tornado, the Scott family lived in a hotel for 2 weeks, then the City of West Monroe helped them find a temporary living arrangement. Then United Way NELA stepped in to pay the Scotts’ deposit and first month’s rent for their temporary home. They also provided food assistance through the United Way NELA Food for our Friends program.

Despite having a roof over their heads and food on their table, most all of their furniture was damaged due to the tornado. Through United Way NELA’s work with the Ouachita Tornado Long Term Recovery Group, the family was connected to Jackson Street Church of Christ, who paid for new furniture for their family.

Tonya shared that she knew about United Way NELA before her family was affected by the recent disasters. “I work for the school system, so every year, I donate through my job. My husband did it too, before he was unable to work,” she said. “But you never really know what it means to give to United Way until you are the one who needs help. I was a basket-case when United Way contacted me. I didn’t know what my family was going to do. And here came United Way… they said, ‘We’re going to help.’”

Despite the challenges the Scott family has faced, Tonya persists that her family is blessed. “When somebody steps in like this, and removes such a burden off your shoulders, and puts a roof over your head… it’s just unbelievable. I don’t really have the words.”

Tonya’s message to the community is simple: “United Way is real. They stand by what they say. If you need help, they will be there.”

Learn more about Tornado Long-Term Recovery: unitedwaynela.org/disaster.