Impact In Action: BenefitsAccessNYC®

Stephanie is a twenty-three-year-old single mom, who in the fall of 2016 desperately needed a fresh start. Her baby’s father had died a month earlier. She couldn’t find work. And she didn’t have her parents to turn to—her mom was deported and her dad passed away. Determined to build a better life, Stephanie decided to move with her daughter to New York City. “It’s supposed to be a place where you find yourself, live your dreams, and get to be a better you,” she said.

They made it to the Big Apple, but things didn’t go as planned. They found themselves alone and without enough money to
cover basics like diapers, wipes, and a MetroCard. Stephanie and her daughter ended up in a shelter while she looked for a job that would let her build a more stable home.

At the shelter, she joined a job-training program to outfit her with the skills and confidence she needed. Through it, she met Carol, a United Way of New York City volunteer and TD Bank vice president. Carol helped Stephanie appreciate her inner strengths and career goals.

Admiring Stephanie, Carol asked her: “Have you ever thought of becoming a bank teller?” In fact, there was an open position at TD Bank.

Stephanie applied and got the teller job at TD, and it’s a job she loves, filled with opportunity. Within a few months, she even earned a promotion!

At United Way’s workshop, Carol gave Stephanie what she needed most—a caring community that believes in her. “When you feel like no one is on your side or nothing is going to fall in your favor...there’s a person like Carol, who does care and wants to see people do good,” said Stephanie.

Moving low-income New Yorkers from barely surviving to thriving.

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