



Profiles in Mercy: Mercy Center's Family Resource Center Staff & Social Workers



This month, we honor the staff and Social Workers of Mercy Center's Family Resource Center. While our offices are currently closed to the public, all staff are available to clients via e-mail and phone to provide advocacy, supportive counseling, case management, crisis intervention, information and referrals.

Under the leadership of Veronica Gilbert-Tyson, Director of the Family Resource Center, our Social Workers have been working tirelessly the last few months helping families impacted by Covid-19. Many are suffering from unemployment; experiencing food insufficiency; and struggling with anxiety, stress and isolation. One youth, attending a local school, particularly needed our guidance and assistance in working through the technical issues and the transition to online learning. As a student with special needs, he had difficulty in communicating with the school and his teachers. Making matters worse, his parents both worked in the food industry and became unemployed. Fortunately, we were able to provide some financial and food resources for the family. We continue to work with and monitor the student's progress weekly via our counseling services. Our Social Workers report similar stories in helping families with isolation issues, food assistance and referrals.

We thank all of our staff at the Family Resource Center for their unwavering commitment to our mission and helping those in need, particularly during this crisis. You are the face of hope for so many in our community.

[Click here](#) for more information on our programs and services offered at the Family Resource Center.