

Small Credit Unions in Washington, What Difference Do They Make?

Members with Mental Health Challenges, by Danielle Prescott, VP of Member Services

Our member Conrad is in his mid-70s and faces mental health challenges. Despite owning a home and a new truck, he chooses to be homeless and uses his truck to store his belongings. Conrad is a very kind and intelligent individual, but his mental health issues really take a toll.

One of my bank tellers learned that Conrad had been hospitalized. His new truck was left in a parking lot when that happened, had been towed away, and was scheduled to be sold at an auction. Recognizing the urgency and not wanting Conrad to lose his possessions, one of our tellers reached out and eventually located Conrad at a local hospital. She built a rapport with him and learned that he was recovering well and would soon be discharged.

My teller then contacted the towing company. Through the help of another one of our incredible members (who works at that towing company), we were able to negotiate the storage fees, as long as we could pay them and picked up the truck **that same day**. My teller and I visited Conrad at the hospital to have him sign the necessary documents, granting the Credit Union permission to retrieve his truck and for him to pay the towing fees from his account. He was incredibly thankful for our assistance.

The story doesn't end there. A friend of another one of my tellers (who owns a vehicle detailing company), had seen the condition of Conrad's truck. With Conrad's permission, he took the truck, thoroughly cleaned and detailed it, then took Conrad for a much-needed haircut and shave.

Conrad is now out of the hospital, feeling healthy, and has his truck back, allowing him to carry on with his life. He has expressed his continuous appreciation for the steps we took to help him keep his vehicle, and he knows that there are people at his Credit Union who genuinely care and helped him through a potentially devastating hardship.

Tri-CU is a small credit union in Kennewick Washington. They have a single office with only 14 employees. They are about \$75M in assets and serve only their bi-county area. For more information contact Doug Wadsworth, President. Doug@Tri-CU.com, 509-735-8331 x100