

## January 2018 Call Examples

A single man from Fremont called requesting emergency shelter. He also asked for information for affordable dental care in his area. 2-1-1 screened the caller to see if he was eligible for assessment in the Coordinated Entry System. Based on the responses to the screening questions, he was determined to be literally homeless and at the end of the call was transferred to the South County Housing Resource Center. Before he was transferred, 2-1-1 also provided him with referrals to the Extreme Cold weather shelter at the Fremont Senior Center, Tri-city Healthcare's Dental Clinic, and the Housing Education & Counseling classes held by BACS in Fremont on Fridays.

A single mother in Union City called seeking rental assistance. She stated that she was behind on her rent and her PG&E had been shut off. She was referred to St. Vincent De Paul and HEAP for utility assistance; SOS (Season of Sharing) for rental assistance; and Centro De Servicios for emergency financial assistance.

A mother residing in Hayward called seeking counseling assistance and relocation information. She was grieving the recent loss of her son and wanted immediate grief counseling assistance. The caller is living with a disability and wanted to re-locate due to what she described as a hostile environment. 2-1-1 provided the caller with the Community Counseling Clinic at Cal State East Bay; the Family Counseling Center through Family service Counseling and Community Resource Center; Compassionate Friends, a program that offers support for bereaved parents; and 2-1-1 Contra Costa County for any assistance with housing and other resources in the city of Concord where the caller wished to relocate.

A father called from San Leandro seeking eviction defense assistance. With a family of five, he was unable to afford the rent increase just imposed by his landlord. He and his wife's monthly income only totaled \$2,000, which was not enough to cover rent and household expenses. 2-1-1 provided the caller with the Housing Legal Assistance Program through Bay Area Legal Aid; the tenant/landlord counseling service through Echo Housing; the rent review program of San Leandro; and also information for Alameda County Social Services Agency since, based on family size and income, the caller was informed he may be eligible to apply for CalFresh.

A single female in Oakland called seeking information on getting rid of rodents in her home. She had lived in a subsidized unit for several years and her landlord had exterminated several times, but the rodents kept coming back. She stated she has a very clean home and has no reason why the rodents continued to come inside her unit. She stated that she would like to find somewhere else to live because she was extremely scared of the mice and can't sleep properly in her home. She has a monthly income of \$1,200. 2-1-1 informed the caller of the difficulty of moving to another subsidized unit because of the housing crisis in Alameda County and gave her information for the Vector Control/Public Health Nuisances, part of the Alameda County Environmental Health Department. 2-1-1 also suggested that if she is not allergic to cats, they are a natural deterrent for rodents. 2-1-1 gave the caller the City of Oakland's Animal Services program where she can adopt a pet if needed.