



2-1-1 CALL EXAMPLES FROM MARCH 2018

A **homebound senior in Oakland** called with her nurse seeking several resources. She lived alone and was due to have a total knee replacement in the upcoming week. Although the nurse was coming to see her during the weekdays, she needed support from someone that could attend to her fulltime. She was also out of food, so she requested information about delivered meals and local food pantries. 2-1-1 spent over 35 minutes on this call providing the caller with information for In-Home Support Services which provides specialized care for income-eligible, disabled individuals in their homes; Project Open Hand – East Bay, which prepares and delivers meals and groceries to homebound individuals with varying disabilities; Residential Medical Supplies and The ReCares Network for assistance with medical equipment; Assurance Wireless that provides free cell phones, and the General Closet that provides shoes and clothing to those that are income eligible.

A **single father with two small children called from Hayward** seeking shelter. He had just gained full custody of his children but had no stable place to live. He had been paying for a hotel with his limited earnings. He was working for Lyft, transporting passengers full-time before getting custody of his children but had to drastically decrease his hours due to childcare issues. This caused a major financial hardship. He applied for public assistance through CalWorks but his application was pending because his children's mother had been receiving aid for the children when they were in her care. 2-1-1 provided the caller with information for 4C's childcare referrals; referred him to Alpha Omega and Sojourner House transitional housing, as well as Garden Street Family Shelter that may allow single fathers to reside. The caller stated that he had already completed a Coordinated Entry System assessment with Abode Services so 2-1-1 provided him with information about the Housing Education and Counseling Workshops through Bay Area Community Services.

An **elderly caller in Union City** called seeking rental assistance. Her husband, who was the primary breadwinner of the family, had recently passed away. She had no income which made her ineligible for rental assistance through Season of Sharing or Catholic Charities. 2-1-1 informed the caller that she may be eligible for benefits through the Social Security Administration or Alameda County Social Services Agency and provided her with the contact information for each, as well as for St. Vincent De Paul's which may provide one-time financial assistance to those that qualify. 2-1-1 also provided the caller with grief counseling and crisis support through Crisis Support Services of Alameda County which provides short-term individual, group and family counseling for the bereaved.

A single mother of four in Oakland called seeking rental assistance. She had been laid off from her second job a few months earlier and fell behind on rent and bills. She had a steady job but was unable to catch up due to the decrease in her income. She had a 48-hour shutoff notice on her electric bill that was \$256, a notice on her water bill that was \$202 and she still owed \$400 on her rent from the previous month. 2-1-1 provided the caller with Season of Sharing to financially assist with her back rent, the Heap and REACH programs to assist with the electric bill, and St. Vincent De Paul's emergency financial assistance program that may be able to assist with the water bill payment. 2-1-1 also provided the caller with information for a one-stop career center so she may get assistance with searching for alternative means of employment.

A single man experiencing a housing crisis in Livermore called 2-1-1 seeking a safe place to sleep and to get a referral for a possible motel voucher so that he could get proper rest and a shower. He had been staying with his sister but they had gotten into a verbal altercation and he had been asked to leave. He also requested a place to get clothing. He stated he was to start a new job at the beginning of the week and wanted to be prepared. In addition to engaging in some housing problem solving with the caller, 2-1-1 referred him to CityServe of the Tri-Valley that works with many nonprofit agencies their area; the Livermore Homeless Refuge Shelter; and Tri-Valley Church of Christ that distributes business clothing.

A man who is due to get off of probation in Alameda County within the next few months called requesting information for the Clean Slate program and other ways to clear a criminal record. The caller stated he had several certificates of completion from anger management, domestic violence and DUI classes. He also stated he has had some immigration issues due to his court cases. 2-1-1 provided the caller with The Refugee Rights Program, the Clean Slate Clinic through East Bay Community Law Center, and Bay Area Legal Aid that can assist with clearing criminal records.