



## CALL EXAMPLES FOR APRIL

**A single mother in Fremont called 2-1-1 for assistance with paying her mortgage.** The caller had recently separated from her husband who was the primary breadwinner in the household. At the time of the call to 2-1-1, the caller was not receiving child support for her five children. Although she was working a fulltime job, she was unable to maintain the household on her limited income. She informed 2-1-1 that she was soon going to have a renter in the family home to help boost household income, but she still needed to catch up on the mortgage payments. 2-1-1 provided her with information for Keep Your Home California and Season of Sharing that could potentially assist with mortgage payments; NID Housing Counseling agency, which assists with financial literacy for homeowners in Alameda County; and the Home Save program through the Neighborhood Assistance Corp of America (NACA), which assists with lowering mortgage interest rates for eligible homeowners.

**A single mother of six residing in Union City called seeking shelter.** The caller informed 2-1-1 that she fled a domestic violence situation with her children and relocated to California from out of state. The family had been sleeping in their car for several weeks. The caller was extremely afraid that the perpetrator would find her because the caller's family resided in Alameda County. 2-1-1 provided the caller with information on the Family Violence Law Center and its Mobile Response Team (MRT); the Alameda County District Attorney's Victim/Witness Assistance Division for victim support services; Triumph Ministries for survivor counseling; and Shiloh Domestic Violence shelter in Livermore. 2-1-1 informed the caller about the Coordinated Entry System in Alameda County, screened the caller and transferred her to the South County Housing Resource Center for further assistance.

**A single female resident of Woodrow Place Crisis Center in Hayward called because she was scheduled to be discharged.** The caller had been homeless for over a year. She was receiving SSI but it was insufficient to maintain a household. The caller had suffered mental health challenges which resulted in her homelessness. She had no family in the local area and was seeking shared housing. 2-1-1 provided the caller a referral to Ariel Outreach Mission, a transitional housing program for single women and women with children, as well as, Jordan's House and Camden House, transitional housing for women. 2-1-1 informed, screened and transferred the caller to the Mid-County Housing Resource Center for assistance with the Coordinated Entry System assessment.

**A case manager called from Fairmont Hospital in San Leandro seeking shelter for a female client.** She stated she wanted to get her client into Harrison House in Berkeley. The case manager did not understand why she could not just call Harrison House, as she had done in the past, to reserve a bed for her client. 2-1-1 informed her of Alameda County's new Coordinated Entry System and the changes in shelter bed placement. The case manager then had her client speak with the 2-1-1 operator, who screened her for CES and then transferred her to the Mid- County West Housing Resource Center for further assistance.

**A single mother with a teenage son residing in a homeless shelter in Livermore called seeking resources because she was scheduled to exit the shelter in the next few days.** She had no current income because she exhausted her General Assistance benefits, but she was still receiving CalFresh. 2-1-1 informed the caller about Coordinated Entry System, conducted a screening and transferred caller to the Tri- Valley Housing Resource Center. 2-1-1 also provided the caller with a referral to the Livermore Homeless Refuge. Since the caller was also actively seeking employment, 2-1-1 referred her to the Tri-Valley One-Stop Career Center and City Serve of the Tri-Valley for additional local resources.