



2-1-1 CALL EXAMPLES FROM JUNE 2018

A resident of Fremont called 2-1-1 seeking emergency shelter. The caller was a crime victim. After ascertaining that she was in a safe location, the caller was provided appropriate shelter information out of Alameda County so that she could safely be housed away from her perpetrator.

A senior living with disabilities called from Alameda seeking In-Home Supportive Services for herself and her adult child also living with disabilities, as both are unable to manage self-care on a daily basis. Their public benefits had been cut off as they had been unable to complete and turn in required documents. 2-1-1 provided referrals to Alameda County Social Service's In-Home Supportive Services Program; East Bay Paratransit, which provides transportation to the elderly and those living with disabilities; Center for Independent Living for benefits advocacy; Meals on Wheels which provides nutritious meals for homebound seniors; the Food Helpline, through Alameda County Community Food Bank; and the Home Energy Assistance Program (HEAP) for assistance with a past due PG&E bill.

A veteran called from Union City seeking housing resources. The caller along with his spouse, adult offspring, and grandchildren, were staying in a motel paid for by a local church. The caller stated that he had a counselor he was working with at Swords to Plowshares. 2-1-1 screened the caller for the Coordinated Entry System (CES) and determined that he was literally homeless. 2-1-1 connected the caller to the South County Housing Resource Center to schedule an assessment. Since the caller was not familiar with resources and was potentially eligible for Medi-Cal and General Assistance, 2-1-1 referred him to Alameda County Social Services Agency to apply for those benefits. In addition, the caller was referred to the Salvation Army's Garden Street Family Shelter transitional housing program, and Alpha Omega transitional housing for families.

A single parent with several children called from Oakland seeking immediate resources for one of her children, who was depressed and suicidal. She stated her child was having problems with her peers at school and was at-risk of hurting herself and/or others. 2-1-1 provided the mother with several mental health resources including the 24-hour suicide prevention crisis line; Willow Rock Center, a 24-hour crisis stabilization and outpatient service; family counseling services through Horizon Family Counseling Program; Eden Counseling Services, which provides counseling for at-risk youth and their families; and the East Bay Community Recovery Project to learn more about the Early and Periodic Screening, Diagnostic and Treatment (EPSDT) benefit for Medicaid recipients.

A couple living in their vehicle in Hayward called seeking food, shelter, and a place where they could take a shower. 2-1-1 screened them for the Coordinated Entry System (CES) and they were determined to be literally homeless. 2-1-1 warm transferred the callers to the Mid-County Housing Resource Center for assessment. Additionally, 2-1-1 provided referrals to South Hayward Parish that distributes food Tuesday through Friday; Cherryland Food Pantry; and Marshall St. Trinity Church in Castro Valley which provides showers and hot meals.

A homeless veteran called from San Leandro in need of housing resources. He had been sleeping at bus stops in San Leandro, following several health-related crises that rendered him homeless. His sole income was from SSI which had made it difficult for him to maintain his former apartment. 2-1-1 gave the caller a referral to Supportive Services for Veteran Families (SSVF) through Swords to Plowshares; CRIL, which offers supportive services to seniors and those living with a disability; and City Team Ministries emergency shelter in Oakland. 2-1-1 also screened the caller for the Coordinated Entry System (CES) and determined him to be literally homeless, then left a message on his behalf at the Mid-County Housing Resource Center for an assessment.