



2-1-1 CALL EXAMPLES FROM JULY 2018

A senior in crisis called from Oakland requesting immediate assistance. She had fallen while walking with a cane on a city street. She stated that she called 2-1-1 because she thought she would get assistance more quickly. As she lay there crying and in pain, a passerby gave her a ride down the street and she sought refuge in an abandoned car. While on the line, two of 2-1-1's Phone Line Resource Specialists worked to calm the caller down, making sure she was alert and talking. 2-1-1 staff called 9-1-1 and were transferred to the Oakland Medical Emergency Response System. 2-1-1 shared the caller's location and stayed on the line with the caller until medics were able to locate her. The caller was then taken to a local hospital for evaluation.

A single mother with two children called from Union City. She stated she had lost her place of residence due to mental illness and she was struggling to maintain employment. She had been living with a friend for several months and the friend had asked her to find an alternative living situation. 2-1-1 provided the caller with a referral for Access and The Hume Counseling Center to obtain mental health counseling; Sojourner house and Alpha Omega transitional housing programs; Bay Area Rescue Mission; and Garden Street Family Shelter for further assistance.

A woman called from San Leandro seeking a residential substance abuse treatment program for women. She was in the Cherry Hill Detox facility and was scheduled to be released the next day. She also requested information on outpatient group meetings that she could attend. 2-1-1 provided the caller with Options Recovery in Berkeley; Chrysalis, a substance abuse program for women; Christian Women Helping Women, a nonprofit residential treatment program for women; and Project Eden, a program through Horizon Services that provides substance abuse disorder group counseling in Alameda County.

A single parent with a small child called from Fremont seeking shelter. Due to conflict with others in the home, she had been told to immediately leave the place where she was residing. For the first few nights she slept at a motel paid for by friends, but she stated she was now out of options as she and her child had been sleeping in her car parked at a local department store and they needed shelter. She was working full time and receiving a small amount of money from child support. 2-1-1 provided the caller with referrals to Sojourner House and Ariel Outreach Mission transitional housing programs, along with the Garden Street Family shelter. 2-1-1 also screened the caller for Alameda County's Coordinated Entry System, determined her to be literally homeless, and warm transferred her call to the Mid-County East Housing Resource Center for an assessment.

A Livermore resident called seeking employment assistance and information on where he could apply for public benefits in the Tri-Valley Area. The caller had suddenly lost his job and fell behind on his rent. 2-1-1 referred him to The Tri-Valley One Stop Career Center; Axis Community Health to apply for health insurance; the Alameda County Social Services Agency in Livermore; and City Serve that may be able to provide additional resources in the Tri-Valley Area.

A woman called from Hayward seeking housing information. She had been told to leave her apartment of five years after the building was condemned. She was working part time, was receiving benefits from Social Security, and had been given some money by the property owners for relocation. She stated she could only afford \$800 per month and wanted a one-bedroom or studio apartment. 2-1-1 explained the housing crisis in Alameda County, then provided the caller with several low-income units that had active waitlists. Additionally, 2-1-1 gave her information on applying for several shared housing options, along with a few transitional housing programs for single women.