



## **2-1-1 CALL EXAMPLES FROM AUGUST 2018**

**A woman called from Fremont seeking emergency shelter.** She had been sleeping in various abandoned vehicles throughout the city and was in need of immediate assistance due to her medical condition. The caller stated that the shelters were not admitting her because she had a small service animal. She told 2-1-1 that she was beginning to feel hopeless on the streets and felt she had no support. 2-1-1 assured the caller that they would do all they could to assist her in finding resources. The 2-1-1 Phone Line Resource Specialist provided her with information for the Centerville Presbyterian Church, where she could get groceries, a hot meal and take a shower, and the Hume Center that offers counseling and psychotherapy to adults and children. 2-1-1 also screened the caller for Alameda County's Coordinated Entry System individuals experiencing homelessness.

**An elderly Oakland man called in crisis.** There had been some work done on the front porch of his apartment and he was afraid that if he walked on it, he may fall. He had recently been diagnosed with brain cancer and had to leave his home to receive chemotherapy treatments three times per week. He contacted the landlord and was told it was safe, but he was afraid to go outside. The caller also stated he was having trouble bathing because there were no ADA compliant modifications made to his home such as grab bars. 2-1-1 referred the caller to In-Home Supportive Services (IHSS) so that he could get an attendant to assist him daily; the public health nursing program, so his ongoing healthcare needs could be monitored; and Center for Independent Living (CIL) so he could get ADA compliant home modifications. 2-1-1 also provided the caller with the Tenants' Rights Project for legal advice concerning his living conditions.

**A single mother from San Leandro was in need of residential and outpatient mental health facilities.** She wanted a place that would accept Medi-Cal and Medicare. 2-1-1 referred her to Access, an organization that provides referrals for mental health evaluations; Woodroe Place, a residential mental health facility that provides assistance to those in crisis; Women on The Way Recovery Center, which provides mental health and substance abuse assistance; and Gladman Mental Health Rehabilitation Center through Telecare Corp, that can provide both a mental health assessment and treatment.

**A couple from Union City called seeking foreclosure information** as they were in the process of losing their home. They also requested information on two-bedroom rental units in the Tri-City Area under \$3,000 per month. The wife stated she has had a prior bankruptcy which often prevented her from renting apartments. 2-1-1 provided the couple with a referral for NID Housing Counseling agency, which provides financial literacy and empowerment to consumers; HERA (Housing and economic Rights Advocates) that provides legal counsel on debt and credit issues; Keep Your Home California that offers finance programs that may prevent foreclosure; and several rental units in the Tri-City Area that were currently accepting applications.

**A woman on probation in Hayward called seeking information on where to report.** She stated she was released from incarceration a few days prior and was unsure of where the probation office was located. The caller said she was told to report within three days of her release and the next day was the final day. She had no income and also inquired about applying for public assistance. Additionally, she stated she struggled with mental illness and substance abuse, so she requested information for an in-patient facility. 2-1-1 provided her with information for the Adult Probation Departments in the cities of both Dublin and Hayward; Alameda County Social Services Agency so that she could apply for General Assistance; Magnolia Women's Recovery Program; Cronin House; and Bonita House, which has in-patient programs for clients with a dual diagnosis.

**A single father from Newark was in need of a food pantry and utilities assistance.** 2-1-1 referred him to The Salvation Army-Tri-Cities Corp that assists families every 30 days with groceries and operates the REACH program for energy bill assistance; Tri-City Volunteers that distributes bags of groceries bi-monthly; and Centro De Servicios that may offer emergency financial assistance to qualified clients.

**A single mother with five school-aged children called from Livermore seeking housing resources.** She was currently staying in a shelter program but was scheduled to leave in a month. She requested to stay in the Livermore area because her children were in school and she didn't want to remove them from the district. 2-1-1 discussed the housing crisis in Alameda County and provided her with an open waitlist for housing as well as the information for the Housing Authority to check other local housing listings. 2-1-1 also screened her for the Coordinated Entry System and transferred her to the Tri-Valley Housing Resource Center for assessment.