



2-1-1 CALL EXAMPLES FROM SEPTEMBER 2018

A senior called from San Leandro seeking assistance with installing medical equipment in his unit. He suffers from mobility issues and has a fear of falling in his home. 2-1-1 referred the caller to The Center for Independent Living that can assist with installing grab bars, ramps, and removable shower heads to prevent a client from falling. 2-1-1 also referred him to Life Eldercare which offers information and assistance on fall prevention.

A Livermore resident called seeking assistance with rent and electric bill. The head of household is receiving \$910 from SSI and the other occupant has no income due to being out of work. The rent is more than they can afford, and they received a shut-off notice for the electric bill. 2-1-1 gave the caller a referral for the Home Energy Assistance Program(HEAP) that may provide financial assistance for a portion of their bill; Season of Sharing that may provide one-time rental assistance; The One-Stop Career center that assists with job searches; and CityServe of the Tri-Valley for other resources in the local area.

A woman called from Alameda in search of housing in the area. The caller was employed fulltime but had been sleeping in her vehicle for the past few months. 2-1-1 provided her with referrals for Our House, a clean and sober housing program; and Alpha Omega, The Hamptons, and Oakland Elizabeth House transitional housing programs. 2-1-1 also screened her for the Coordinated Entry System and left a message for the Mid-County East Housing Resource Center to contact her for assessment.

A family of four called from Oakland in crisis. They were being evicted from their unit. They believed that the eviction was unlawful and were afraid of retaliation from the landlord. The family was also dealing with immigration challenges and needed legal advice immediately. The mother was in her third trimester of pregnancy, and the family also included a young child living with a disability. 2-1-1 provided referrals for Tenants Rights Project through Centro Legal De La Raza, The International Institute of the Bay Area that provides general immigration consultations, and The Immigration Unit Program through East Bay Community Law Center.

A woman called from San Lorenzo requesting information on clinics in the area that accept Medicare benefits. 2-1-1 provided referrals for the Ashland Clinic, the Rota Care Free Medical Clinic that provides health services for the uninsured and those with public benefits, the Hayward Wellness Center through Alameda Health System, and the Bill McCammon Primary Healthcare Center through the Davis Street Family Resource Center.

An elderly Hayward resident called seeking food, dental, and employment resources. She was working part-time but was having trouble making ends meet. 2-1-1 gave the caller referrals for South Hayward Parish which operates a weekly food pantry; Alameda County Social Services Agency to apply for CalFresh; Tiburcio Vasquez Health Center; Chabot College's Dental Clinic which offers low-cost dental services; ASSETS, Senior Employment Services; Senior Community Service Employment program that assists seniors with job readiness trainings and workshops; and Community Resources for Independent Living that has various resources catering to those who are elderly and or living with a disability.

A homeless single mother of two called from Fremont seeking a hot meal, food pantry and shower facilities. She was staying in a hotel paid with a voucher. Her income is \$577 per month from CalWORKs and although she is getting CalFresh, she was running low on food and needed to feed her children. 2-1-1 provided her with referrals for the food bank at Tri- City Volunteers; the USDA Government Commodities through Tri- City Salvation Army; Centro De Servicios for basic household items; and Centerville Presbyterian Church for a hot meal and daily showers. 2-1-1 also screened her for the Coordinated Entry System and transferred her to the South County Housing Resource Center for assessment.