



2-1-1 CALL EXAMPLES FROM OCTOBER 2018

An elderly woman called from Union City requesting a place where she could get blankets, a sleeping bag or other bedding. She stated she had been sleeping in her vehicle. 2-1-1 asked the caller if she had done a homeless assessment through the County's Coordinated Entry System and learned she had not. 2-1-1 provided the caller with a referral to the Tri- City Volunteers Thrift store where she may be able to get some bedding, the Viola Blyth Community Service Center that provides free food and clothing, and then transferred her call to the South County Housing Resource Center for assessment in the Coordinated Entry System.

A single mother in San Leandro called seeking housing resources. She was living with a parent after moving from Washington a few months ago. She just had her public benefits transferred to Alameda County and was seeking a place for herself and her children to reside. 2-1-1 informed the caller of the Homeless Assistance Program and suggested that she consult her social worker for assistance. 2-1-1 provided the caller with referrals to several transitional housing programs for women and children, and gave additional referrals to low-income housing units with active waitlists.

A woman called concerned for her elderly friend who is an Oakland resident in crisis. She stated her friend was extremely depressed and had suicidal thoughts. Her friend had lost her companion of many years and had no immediate family. 2-1-1 provided the caller with a referral for Counseling Services for Older Adults and On- Site Counseling and Support Group Services for Older Adults through Crisis Support Services of Alameda County; the Senior Companion Program, which matches volunteers to those who are elderly and isolated; Adult Protective Services, in case the person in crisis was suffering from self-neglect; and the Area Agency On Aging for other supportive services in the Oakland area.

A woman from Castro Valley called seeking free medical clinics in her area. She stated that although her family of six had a limited income, she had been denied Medi-Cal and couldn't afford to pay for the services she needed. She was unable to work due to a sudden disability, so the children's father had the only income in the household. 2-1-1 provided the caller with a referral for the Rotacare Free Medical Clinic at the Davis Street Family Resource center, the Ashland Free Medical Clinic for adults, and Community Resources for Independent living for benefits advocacy and disabled services.

A single mother from Fremont called seeking rental assistance. She had recently been laid off and had to wait several weeks for her unemployment benefits to begin. She was receiving child support that could possibly cover the rent, however there were other household bills that would be left unpaid. She also sought resources to assist her with food and utilities. 2-1-1 provided the caller with a referral to

Season of Sharing; the Home Energy Assistance Program (HEAP); the Salvation Army's REACH program; and the Alameda County Community Food Bank for a list of food pantries in her area.

A caretaker for an elderly Livermore resident called seeking advice and resources. His in-home care client was not taking her medication as scheduled and mismanaging her money, making huge purchases he believed were unnecessary and unaffordable. 2-1-1 provided the caller with a referral for Adult Protective Services, which investigates reports of suspected abuse and neglect and may intervene accordingly; Community Resources for independent Living, which provides resources to those who are elderly and living with a disability; and the Area Agency on Aging that can offer further advice and resources to the caretaker.

A man on probation in Oakland called seeking housing that would accept Vendor pay. He stated that a program he was in, through Probation, was going to provide him up to \$1,800 in rental assistance. The caller had to stay in Alameda County by court order and needed to find a unit immediately. 2-1-1 explained the housing crisis and wait list process and advised him of his options. 2-1-1 referred the caller to several low-income units that were currently accepting applications and accepted Vendor payments, then provided him with rooms for rent/shared housing that may have a shorter waitlist.