



2-1-1 CALL EXAMPLES FROM NOVEMBER 2018

An elderly woman from Livermore called seeking legal advice and services. She assisted a family member financially and was having a difficult time recovering her funds. The family member had made several promises to repay but had not done so in almost a year. The caller also sought various food and clothing resources in her area. 2-1-1 provided the caller with information for the Small Claims Court through the Alameda County Court's Online Self- Help Center and also provided her with a referral for CityServe of the Tri-Valley that offers resources specific to her area.

A single mother of 6 called from Oakland in a housing crisis. Her vehicle, which was her only source of transportation to get to work in another city, had recently been towed. She was behind on her rent and had received a three-day notice to pay or quit. She had been late on her rent various times before and her landlord gave her several warnings that if it continued to happen, he would start eviction proceedings. 2-1-1 provided the caller with referrals to Season of Sharing and the Keep Oakland Housed Program through Catholic Charities of the East Bay, which may be able to offer one-time rental assistance.

A Hayward resident called seeking mental health services. He was having a difficult time communicating with friends and family and felt he needed counseling. 2-1-1 provided the caller with referrals for Early and Periodic Screening Diagnosis and Treatment (EPSDT) through the East Bay Community Recovery Project (EBCRP), the Community Counseling Clinic of Cal State East Bay and the Outpatient Counseling Program of La Familia Counseling Service.

A family of 5 in Castro Valley called seeking rental assistance and eviction defense services. The father had been laid off of his job for several months and had just secured another job. They were behind on many bills and facing an eviction due to unpaid past-due rent. 2-1-1 provided the caller with referrals for Bay Area Legal Aid's housing legal assistance program; Season Of Sharing that may be able to offer rental assistance; The Home Energy Assistance Program (HEAP) to assist with the electric bill; and Echo Housing for tenant-landlord counseling and mediation services.

A woman on probation in Oakland called seeking residential substance abuse treatment programs. She was recently released from incarceration, had no income, and was now homeless. She was able to stay a few nights at a relative's home but was asked to leave. 2-1-1 gave the caller referrals for Christian Women Supporting Women (CWSW), Cronin House, C.U.R.A., and Chrysalis and New Bridge, which are all residential substance use disorder treatment facilities.

A homeless single father in Newark called in search of resources. The caller's young son was disabled, and he was having a difficult time obtaining public benefits for him. The caller had several problems with his former employer, who was refusing to pay him, which he stated was the reason he was evicted from his place of residence. 2-1-1 provided him with referrals for Community Resources for Independent Living (CRIL) which may help with benefits advocacy; The Workers' Rights Clinic and The Workers' Advocacy Project, that may assist him with labor laws concerning employment; and the Fremont Warming Shelter. 2-1-1 additionally screened the caller for the county's Coordinated Entry System and transferred his call to the South County Housing Resource Center for assessment.

A single mother in San Lorenzo called seeking eviction assistance. She had received a three-day notice to pay or quit and was afraid that she and her child would have nowhere to go. She was behind on her rent due to some unforeseen issues with her vehicle. 2-1-1 provided the caller with referrals for the Eviction Defense Center, the Tenants' Rights Project, Bay Area Legal Aid's Housing Legal Assistance Program, and Season of Sharing, which may be able to offer rent payment assistance.