



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

**A family of five living in their vehicle in Union City called in search of homeless resources.** The eldest daughter had several disabilities and it was becoming more difficult to be in the vehicle as the weather was getting colder. They had been evicted from their place of residence because of a decrease in the family income over the past several months. 2-1-1 provided the family with referrals for the Fremont Winter shelter; the Fremont Family Resource Center; and gave them a few low-income housing options with active waitlists. The family was also screened for the county's Coordinated Entry System and transferred to the South County Housing Resource Center for assessment.

**A woman on probation in Oakland called after leaving a detox facility.** She wanted to get into a residential substance abuse treatment facility in Alameda County. 2-1-1 provided the caller with referrals for The New Bridge Foundation, a long and short-term facility that treats substance use disorders; Fountain Recovery, an alcohol and drug treatment center; and the Adult Probation Department in Oakland so that she could check-in with her assigned officer.

**A Livermore resident called in search of a hot meal and other food assistance.** 2-1-1 provided him with referrals to the Open-Heart Kitchen that provides hot meals through Ashbury United Methodist Church; the Haven Food Pantry through Tri-Valley Haven; free food distribution through Axis Community Health in Pleasanton; and CityServe of the Tri-Valley that provides additional resources.

**A San Leandro resident called requesting mental health support options.** She had no medical coverage but wanted to speak with a counselor about some personal challenges. 2-1-1 referred the caller to Pathways to Wellness Medication Clinic through Becton Healthcare Resources; Tri-City Community Support Center; and La Familia Counseling services that offers low or no cost counseling to those who are uninsured.

**A man in Fremont called seeking housing search and deposit assistance.** His landlord was selling the home he had lived in for five years, so he needed leads on other low-income housing options. 2-1-1 informed the caller that low-income and subsidized housing in Alameda County has waitlists but it would be beneficial to get his name added to those lists. 2-1-1 provided him with information on current waitlists and referrals for rooms for rent and shared housing that may offer quicker housing options.

**A single mother with a young child living with a disability called from Oakland in crisis.** Her electricity had been cut off due to non-payment. She was having difficulty with the electric company because the

bill was in her mother's name, and her mother had died a few months earlier. The caller was extremely concerned because her young son had asthma and required a nebulizer machine to help him breathe. 2-1-1 provided the caller with referrals to the Home Energy Assistance Program (HEAP) for utility assistance; Season of Sharing, which provides one-time emergency financial assistance; Center for Independent Living, that assists with case management and benefits advocacy for those who are elderly and or living with a disability; ACCESS to get connected with mental health counselors that accept Medi-Cal; and BANANAS, a childcare resource and referral program.

**A Hayward resident called seeking mental health support in her area.** She had been battling depression and wanted to meet with a professional counselor in a group setting. 2-1-1 provided the caller with referrals to the Eden Community Support Center through Alameda County Behavioral Healthcare Services, and the counseling center through Family Service Counseling and Community Resource Center.