



## **2-1-1 CALL EXAMPLES FROM JANUARY 2019**

**An Oakland man called in crisis.** He was stranded in his motorized wheelchair that had lost power. He was having a medical crisis and he was unable to breathe and had left home without his inhaler or daily medication. He was trying to get to a place where he could charge his chair so he could get to his medication. 2-1-1 was able to connect the caller to Emergency Medical Services (EMS) by calling 9-1-1 on behalf of the caller.

**A single mother in Fremont called seeking childcare resources.** She was about to start a new job and wanted to make sure her childcare was in place before she accepted the offer. 2-1-1 provided the caller referrals for 4C's of Alameda County that provides childcare subsidies, resources and referrals, and Kidango, an early childhood education program for children ages 5 and under.

**An Oakland resident called seeking food pantries and employment resources.** The caller stated she was laid-off due to the partial federal government shutdown. 2-1-1 provided her with referrals to the Alameda County Community Food Bank, the Employment Development Department, the Oakland One Stop Career Center through the Private Industry Council, the Champion Workforce program through St. Vincent De Paul, and the One Stop Career Center through Alameda County Social Services Agency.

**An elderly Hayward resident called in search of free clinics in her area.** She could no longer afford the premiums for Senior Advantage benefits at Kaiser and was now without health coverage. 2-1-1 provided the caller with referrals for Ashland Free Adult Medical Clinic, the Hayward Wellness Center, and the Rotacare Free Medical Clinic for the uninsured.

**A case manager from Alameda called with a client, in search of various resources.** They were requesting low-income housing and mental health counseling. The caller had been asked to move from her current unit due to conflict and issues with other tenants. The caller decided that she needed counseling but was unsure of where to go. 2-1-1 provided her with referrals to ACCESS through the Pathways to Wellness Program, Sausal Creek Outpatient Stabilization Clinic, and several low-income housing units that had open waitlists.

**A single mother called from San Lorenzo seeking legal assistance and programs to assist with back rent.** She was given an eviction notice that she believed was unwarranted because the landlord increased her rent several times since she had been in the unit. 2-1-1 provided her with referrals to Echo Housing, that provides tenant/landlord mediation; East Bay Community Law Center, that provides legal assistance for evictions; and the Eviction Defense Center.

**A San Leandro resident called for support with non-urgent medical services and low-income housing.** She was receiving Cash Assistance Program for Immigrants (CAPI) but was unable to afford medical insurance. 2-1-1 provided the caller with referrals to The Rotacare Clinic that offers free services to those that are uninsured; the Ashland Free Medical Clinic, and the Social Services Agency to apply for Medi-Cal benefits.

**A single father from Union City called seeking low-income housing resources and any programs that would assist him in paying his rental deposit.** He wanted to stay in the Tri-City area near his place of employment and his child's school. 2-1-1 provided the caller with referrals for several subsidized apartment waitlists in Fremont, as well as Season of Sharing, which offers assistance with rental deposits.

**A woman called from Hayward seeking financial assistance with her rent and household bills.** She stated she worked for a company that was affected by the partial federal government shutdown and was laid-off until further notice. She stated she was temporarily driving for a ride-share service but wasn't making enough for her car, rental payments and other household bills. She had already applied for unemployment insurance and was waiting for a decision. 2-1-1 provided the caller with referrals to St. Vincent De Paul's Emergency Financial Assistance Program, the Home Energy Assistance Program (HEAP), and Centro De Servicios.

**A single mother of six in Alameda called requesting food assistance.** She stated that although she participated in the CalFresh program and was issued February's benefits early due to the partial federal government shutdown, her family was still in need. 2-1-1 provided referrals to the Monthly Food Program through Alameda Food Bank and the Alameda County Community Food Bank that offers food and referrals to local pantries.