



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

**A man called from Union City in need of emergency shelter, shower facilities, and a hot meal.** 2-1-1 provided the caller with referrals for the Fremont Warming Shelter and the Centerville Free Dining Room, that offers hot meals and showers at various times throughout the week.

**An elderly San Leandro woman called for counseling resources for her grandchildren.** The caller's daughter left the children in her care and had had no contact with them for several months. The children were becoming angry and depressed and were beginning to act out at school. 2-1-1 provided the caller with referrals to the 24-hour Parent Support Hotline through Family Paths; the Oakland Children's Counseling Services through Alameda County Behavioral Health Services; and the Parenting Helpline through The Boys Town National Hotline.

**A Livermore resident called seeking information on how to become a foster parent.** 2-1-1 provided the caller with referrals for A Better Way Permanency & Adoption Program, and Hosanna Pathways, a Family Recruitment Program for the foster care system.

**A single mother in Oakland called in crisis.** She had been incarcerated for several days and had left her infant child in its father's care. She stated the father was not answering her calls and that she was extremely worried. 2-1-1 provided the caller with referrals to the Family Justice Center through the Alameda County District Attorney's Office, the Family Services Program through the Oakland Police Department, and Child Protective Services.

**A man called from Pleasanton seeking homeless resources.** He was living in a local encampment and had no current income, but stated he had to appeal his SSI denial. 2-1-1 provided the caller with referrals to the Livermore Homeless Refuge that offers a winter shelter from November 1st through April 30<sup>th</sup>, and Community Resources for Independent Living that offers benefits advocacy to those who are elderly or living with a disability. 2-1-1 also screened the caller for the county's Coordinated Entry System and connected him to the Tri-Valley Housing Resource Center for assessment.

**A single mother in Fremont called for daycare options and job readiness programs.** She had recently moved from another state and was seeking employment options. She was living with relatives but needed income to pay rent and sustain herself and her young child. 2-1-1 provided the caller with referrals for Childcare Links that offers childcare resources and referrals, and the Tri-City One-Stop Career Center that offers employment workshops and trainings.

**An elderly Hayward resident called for assistance with her electric bill that was over \$500.** She had several medical conditions that required her to keep her house warm. 2-1-1 suggested the caller request medical baseline documents from PG&E which offers a lower rate with documentation from a doctor. 2-1-1 also provided the caller with a referral to the Home Energy Assistance Program (HEAP) for assistance paying her bill.

**A single mother on probation in Oakland called in need of rehabilitation services.** Although she had been clean and sober for several months, she wanted professional assistance. 2-1-1 referred the caller to Chrysalis, a women's residential rehabilitation program; Magnolia Women's Recovery Program; and Christian Women Supporting Women, a residential substance abuse program.