



2-1-1 CALL EXAMPLES FROM March 2019

A single mother in San Leandro called seeking financial assistance. She was receiving unemployment benefits, but they ran out and she hadn't found a job. 2-1-1 provided the caller with referrals for the Alameda County Social Services Agency, so she could apply for CalWORKSs and CalFresh for her children, and the One-Stop career centers where she can get employment assistance and training.

A single father called from Oakland seeking clothing and a car seat. He had just gained custody of his child and needed any resources available to him. 2-1-1 provided the caller with referrals for ROOTS Pediatric Clinic's Children's Clothing Closet; the Fatherhood Initiative, a program geared towards assisting single fathers with various needs; and the Childhood Injury Prevention Program through Alameda County Public Health Department for a car seat.

A woman called from Alameda seeking housing legal assistance. She was having problems with her landlord and needed legal counsel. 2-1-1 provided her with referrals for Bay Area Legal Aid's Housing Assistance Program, The Tenants' Rights Project, and shared several low-income housing waitlists with her.

A single mother in Hayward called seeking assistance with her electric bill that was over \$1,300. 2-1-1 provided the caller with referrals for LIHEAP - The Low-Income Home Energy Assistance Program; Season of Sharing, that may be able to offer one-time financial assistance; and encouraged the caller to inquire whether she was eligible for the medical baseline or the CARE program through PG&E.

A single mother called from San Lorenzo seeking resources. She was in her third trimester of pregnancy, had a disabling health condition, and had been denied CalWORKS due to a sanction. 2-1-1 provided the caller with referrals for CRIL, that offers benefits advocacy, and The Client Advocate through Alameda County Social Services. She was also referred to the Housing Education and Counseling workshops provided by BACS.

An Alameda man called seeking job search help. He had been laid off from his current job and wanted to find employment before he fell behind on his household bills. 2-1-1 provided the caller with referrals for the Goodwill Academy that provides job training, The Champion Workforce Program through St. Vincent De Paul, and The One-Stop Career Center at the College of Alameda.

A Livermore woman called seeking assistance with employment law. She stated she was hurt while working but was being denied worker's compensation benefits. 2-1-1 provided the caller with information on the Worker's Compensation Appeals Board, the Worker's Rights Clinic through Legal Aid at Work, and the Worker's Advocacy Project through Centro De La Raza.

An elderly couple from Oakland called in crisis. They had an unexpected decrease in their monthly income and were behind on their rent and utility bill. 2-1-1 advised them to try to make arrangements with the utility company to avoid being shut-off and referred the callers to the Home Energy Assistance Program (HEAP) for assistance with their electric bill. 2-1-1 also referred the callers to the Keep Oakland Housed program through Catholic Charities for assistance with past due rent.