



## **211 CALL EXAMPLES FROM APRIL 2019**

**A homeless man being discharged from a Berkeley hospital called for emergency shelter.**

He had been in the hospital for extreme health issues and was calling with a case manager. He was not well enough to live on the streets any longer due to his physical disabilities and mental health challenges. With the permission of the caller, 211 advocated for him by calling the Berkeley HUB Housing Recourse Center's assessment appointment line. 211 explained the caller's health conditions and HUB staff agreed his condition was of high priority and they would help accordingly.

**A mother in Oakland called requesting assistance for her adult son who was in crisis.** Her son lives with psychotic disorders and was in the street pacing back and forth, unaware of traffic, not responding to her calls or voice. She stated he was on medications, but she was not sure if he had been taking them. He was displaying uncontrolled manic behavior. 2-1-1 dispatched the call to Oakland Police Department Non-Emergency number with the consent of the caller. The dispatcher informed the caller that officers and the crisis team had been dispatched to her address.

**A San Leandro woman called seeking credit counseling for herself, and housing for a family member.** She was having a hard time getting into a low-income rental property because of poor credit. The caller was also seeking low income housing listings for a relative. 211 referred this caller to Credit and Money Management Workshop, A-1 Community Housing Services, Credit Counseling Service through Money Management International, and Eden Housing. 211 suggested the caller have her relative call 211 directly to do an intake so they could provide the most comprehensive referrals.

**A veteran called from Dublin requesting VITA & AARP tax preparation sites and housing information.** She was to be evicted from her apartment the following month. She had gone to court and settled the eviction but needed to move. 211 referred the caller to AARP Tax Aide Programs, Volunteer Income Tax Assistance (East Bay One Stop Career Center), Homeless Veteran Outreach (US Department of Veterans Affairs), Roads Home (Veterans Families Supportive Services), and CRIL (Community Resources for Independent Living) for housing and disability benefits.

**A homeless senior called from Hayward for directions.** She stated she was at the South Hayward Bart station and needed directions to South Hayward Parrish (SHP). Earlier she had gone to Richmond to the Rescue Mission only to find out they were full. 211 advocated for this caller by contacting the SHP night worker to check for an open bed for this caller. 211 was told by SHP they could hold a bed for her, but she needed to be in the shelter by 10 pm. 211 then referred the caller to A.C. transit bus line #86 which would take her to SHP then assisted her with clear directions for the fastest and closest walking route to reach the shelter before the 10 pm curfew. Once the caller was safely in the shelter she called 211 again to thank them for getting her safely into a shelter for the night.

**A father in Livermore called for crisis support for his teenage son.** His son has bipolar disorder and was having suicidal thoughts. After a physical altercation in the home, and threats of suicide by his son, he called the son's psychiatrist who advised him to call 211 and ask to be connected to suicidal crisis support. 211 staff, with the permission of the caller, made a warm transfer to Alameda County Crisis Support services suicide prevention hotline.

**A senior widow in Oakland called in need of assistance with her \$1000 PG&E bill.** She was on SSI benefits, was a cancer survivor, and was going through an extremely difficult time with the deaths of five family members within a few months. She has had to cover the funeral expenses of some of these deaths and her PG&E was in jeopardy of being shut off. She was already on a payment plan with PG&E. 211 advocated for her by calling the "Keep Oakland Housed" program in Oakland. She was also referred to St. Vincent De Paul for emergency assistance with an explanation of how to provide clarity on her recent life events causing this financial set-back.

**A single mother in Hayward called seeking legal assistance.** The caller was the in-home care giver for a toddler and wanted to file an appeal with In Home Support Services (IHSS) for unresolved issues. She declined stating the reason for the appeal or the issues. 211 referred the caller to the Homeless Action Center/Legal Assistance for help with Public Benefits.