



## **211 CALL EXAMPLES FROM MAY 2019**

**A Fremont resident called seeking resources for her senior mother.** Her mother is living with severe physical disabilities and needs help getting around and caring for herself. 211 discussed IHSS (In Home Supportive Services) and asked the caller if her mother has Medi-Cal. She stated her mother did not qualify due to her income of \$1,800 a month. 211 then referred the caller to Benefits Advocacy and Community Resources for Independent Living (CRIL) for information on in-home care resources. 211 also provided a referral for IHSS so the caller could get more information for her mother's future needs.

**An Oakland woman called for domestic violence assistance.** She was in her second trimester of pregnancy and stated she slept at her abuser's home the previous night but was able to flee today. The caller had been in this abusive relationship for some time, and stated she felt desperate to get out and needed help. She works in another county and is willing to relocate there but would need either emergency relocation assistance or a shelter. 211 referred the caller to the 24-Hour Mobile Response Team, Family Violence Law Center, and the Victim/Witness Assistance division through the Alameda County District Attorney for possible re-location compensation for victims of violent crimes. 211 also referred her to Sister Me Home Safe House, a shelter for women with children fleeing domestic violence situations.

**A senior woman in Newark called for transportation assistance.** She was homeless and staying in a motel and needed a ride to the Oakland Airport by 1 pm. She had an airplane ticket but had used the rest of her funds to pay for the motel room. 211 referred her to VIP Rides and explained to her the program is provided through volunteers who give rides to seniors.

**A Hayward man called seeking outpatient alcohol treatment.** He was employed and housed, but his employer asked him to seek help with his alcohol use. It had become a problem for him at work and was beginning to affect all aspects of his life. 211 referred the caller to Davis Street Health Center and St. Rose Hospital for alcohol abuse counseling. He was also referred to ACCESS, Acute Crisis Care and Evaluation System, for evaluation for medical and mental health resources.

**A Livermore resident called in search of legal help.** He had been homeless for nearly two years and was living in a friend's truck. He sought legal representation in a family matter that had resulted in him losing his home. 211 referred the caller to Bay Area Legal Aid's General Legal Aid program and Community Legal Assistance's Saturday Program for legal consultation. 211 also screened the caller for the county's Coordinated Entry System and connected him to the Mid-County East Housing Resource Center for assessment.

**A San Leandro man called while having a panic attack.** He was crying when 211 answered the line and said he was very upset and having a panic attack and did not want to be alone. After determining the caller was not thinking of suicide, 211 learned he was looking for shelter and counseling. He was homeless and had been staying in his car in San Leandro for a week after recently relocating here from Colorado to be closer to his son. He did not receive Medicaid in Colorado. 211 referred the caller to Social Services for General Assistance and Cal-Fresh for food assistance. Staff then screened him for the county's Coordinated Entry System and offered to call him back to transfer him to Mid County Housing Resource Center for assessment during their operating hours. Because the caller could not stop crying 211 asked him if they could call ACCESS Crisis line together and ask for help. 211 dialed ACCESS and a warm transfer was completed.

**A young adult from Hayward called seeking various resources.** He was living with his family, paying rent, buying his own food and covering his other expenses. He did not have an income at the time and was out of expendable cash. He had no medical insurance and needed food, employment, medical coverage and emergency money. 211 referred him to Social Services for General Assistance, Cal-Fresh for food assistance, Medi-Cal, and the One-Stop Career Center in Hayward for employment opportunities.

**A homeless Oakland woman on probation called in search of shelter.** She had been staying with her aunt for a month but recently got into an argument with her cousin at her aunt's home and was asked to leave. The caller is a victim of crime and has already worked with the Victim/Witness program and has a relocation voucher but did not have a job to afford rent. She was receiving Cal-Fresh and had applied for General Assistance emergency income with Social Services. 211 referred her to U.S. Probation and Pretrial Services, Adult Probation Services, Adult Probation Services for re-entry programs, and the county's Coordinated Entry System for an assessment.