



## **211 CALL EXAMPLES FROM JUNE 2019**

**A senior Livermore resident called because he was lonely and having challenges with his caregiver.** The caller is living with mental and physical disabilities and told 211 that he wanted to talk to someone about his caregiver who complains he is too messy. He also shared that he feels lonely when the caregiver leaves and would like someone to talk to. 211 asked the caller if he felt threatened by the caregiver and the caller stated that the caregiver was good but made him nervous. 211 referred him to Area Agency On Aging, Senior Information and Assistance, and the Senior Support Program of the Tri-Valley for the “Friendly Visit” program.

**A homeless single mother called from Berkeley in search of housing.** She had a job and tried to work nights to keep from sleeping on the streets. Her young son stays with her aunt when she doesn’t have a place to sleep or is at work. She called 211 today for transitional housing referrals. 211 introduced her to the Coordinated Entry System, screened her for the system, and connected her to Oakland’s Housing Resource Center for an assessment. 211 also referred her to 7 to 21 Days Urgent Shelter for Single Mother with Children, Images on the Rise Transitional Housing, Life Transformation Program at Bay Area Mission Family Center for family shelters, and Satellite Housing and Eden Housing for assistance with low-cost housing searches. Information for transportation through AC Transit bus lines was also provided.

**A single mother with two children called for food resources in the city of Hayward.** She just quit her job and is applying for CalWORKS. For completion of the application Social Services Agency needed a letter from her previous employer stating that she no longer worked there, but the employer was not cooperating with providing this letter. She needed legal assistance. 211 referred her to Legal and Paralegal Assistance (CENTRO DE SERVICIOS), Bay Area Legal Aid for legal assistance, as well as emergency food pantries and Alameda County Food bank to assist with feeding the family.

**A senior Dublin resident called requesting information on domestic violence counseling.** The caller stated that her husband was verbally abusive. The couple does not have children, and no one else is in the home, so the caller is afraid of how far her husband’s abuse might go. 211 did confirm she felt safe during the call and gave her referrals to 24-Hour Mobile Response Team, Family Violence Law Center, Ruby’s Place for Partner Abuse Counseling, CityServe of the Tri-Valley for supportive services, and Shepherd’s Gate Spouse/Intimate Partner Abuse Counseling.

**A homeless single mother called in need of a shelter/transitional housing in Fremont for herself and two children.** They were all victims of threats and physical abuse by the owner of where they were living so they fled the home. The caller stated she already made police reports. 211 provided her with Victims of Crime from the District Attorney's office to see what supportive services they may have for her. The caller and her children are safely sleeping at a motel paid by EOCP but the following morning was their last day to stay there. 211 provided the caller with drop-in information for the Coordinated Entry System assessment, Abode HOPE Mobile Health Clinic, Centerville Presbyterian Church in Fremont, and four transitional homes to apply for waitlists.

**An Alameda resident called for assistance with housing and medical care.** He was asked to vacate the room he was renting because the daughter of his housemate was moving back in. A week later he lost his job. He temporarily moved into his ex-wife's home with her and their son. In exchange for partial rent he was doing repairs in the house, but he seriously injured his hand and was no longer able to do repairs in exchange for rent. He needed medical attention but his medical insurance policy lapsed and he was without coverage at the time. He also needed therapy/medication for his past diagnosis of bi-polar disorder. 211 provided referrals to ACCESS for mental health referrals, Lifelong Medical Care for medical assessment of his hand, Alameda County Behavioral Healthcare, The Housing Services Office, and EveryOne Home Fund for rental move-in costs.