



211 CALL EXAMPLES FROM AUGUST 2019

A woman from Hayward who cares for her permanently disabled and bedridden husband called looking for a non-emergency gurney transport. She stated that her husband seriously needed to see his doctor in Fremont. She refused to call 911 because she feared getting billed. She has power of attorney but the confusion and the inability to navigate through the couple's health insurance and coverage is ultimately what keeps them from going to the doctor. 211 referred the caller to the VIP Rides Program that is offered to seniors living with a disability in need of assistance traveling to medical appointments. Staff also provided referrals to Community Resources for Independent Living (CRIL), an agency that teaches consumers how to advocate for their needs with financial benefit programs, including SSI, Medi-Cal, Medicare, IHSS and other help such as planning to achieve self-support.

A single mother from Livermore called requesting information on the process to grant someone else guardianship. She had fallen into a deep depression and needed the help of her mother to care for her teenage daughter. 211 referred her to the Kinship Support Services program which offers social services information, referral and advocacy to assist with the process.

A young father of a baby with Down Syndrome called from Fremont seeking financial assistance. He was living with his two siblings and his mother who was caring for the baby full time. They were having a hard time making ends meet and buying food. He applied for Cal-Fresh but said it may take up to 30 days to process. 211 provided this caller with a referral for Child Care Links which is an agency that helps families not receiving Cal-Works with child care financial assistance. He was also given information on New Life Christian Church, a weekly food pantry that offers food distribution every Thursday. In addition, 211 provided information on the Viola Blythe Community Service Center of Newark that serves his area and provides emergency food, diapers, baby food and other items when available.

A terrified mother called 211 seeking assistance for her daughter who was experiencing a mental breakdown in Oakland. The mother was at work and her daughter was at home at the time. The mother stated that her daughter had attempted suicide the night before. Unable to miss work, she requested a number her daughter could call in the meantime until she could get to her immediately after work. 211 provided her with the number for the 24-Hour Crisis Line for her daughter to call.

A woman living in homelessness called from Pleasanton for housing information. She is a single mother of a toddler. 211 staff learned that she had an income of \$2,400 a month and were able to give her new open wait list housing information for which she was eligible. 211 provided a 2-bedroom listing for new unit apartments in Livermore.

A homeless man on probation called from Livermore looking for shelter. He had been sleeping at a camp site and had enough money to catch a bus or BART to anywhere in the Bay Area. 211 provided the caller with information on men's shelters including the City Team in Oakland which is operated on a first-come first-served basis by 4pm each day, and the Bay Area Rescue Mission which is operated on a first-come first-served basis by 6pm. In addition, 211 gave the caller information on the One Night Emergency Shelter Bed Reservation Hotline number to call between the hours of 7pm and 8pm. Lastly, 211 provided a listing for transitional housing that offers those who are formerly incarcerated help to move beyond shelter life and into permanent housing

An Oakland woman with four children called in urgent need of therapy. Over the years she had been battling depression. She really wanted to work things out with her partner who is the father of their youngest daughter to whom the caller felt he was showing favoritism. This was causing a strain in the relationship for all in the home and the family desperately needed support. The caller inquired about family therapy in hopes of better co-parenting. 211 connected her to ACCESS where staffed licensed mental health clinicians and administrative support offer a range of non-emergency outpatient services. In addition, 211 provided her with information on the Family Counseling Program that provides counseling to families, primarily those with children 8 - 18 years of age.