



211 CALL EXAMPLES FROM NOVEMBER 2019

An elderly woman in Oakland called for help finding an apartment in Oakland that accepts Section 8. She had been living in her current apartment for seven years, but her landlord would not fix the asbestos and lead paint problem in the building. She was afraid that all the tenants that have been dying are due to this problem. She is desperately looking to find what her rights are as a tenant with such a landlord. 211 offered this caller a few listings she could apply for that accept Section 8 and provided her with information for the Environmental Health Services Department. 211 also gave her contact information for Just Cause, a community organizing and advocacy organization focused on low-income housing tenants rights.

A single mother of two children called from Fremont looking for Domestic Violence shelter information. She received assistance from Livermore Police Department and stayed in a motel for a couple of nights but was homeless on the street at the time of the call. 211 was able to connect this caller with A Safe Place in Oakland as they had a space for a mother with two children. 211 also gave her the numbers to the 24 Hour Mobile Response Team and Ruby's Place in Hayward.

A woman called from San Leandro for help finding a one bedroom apartment to rent. She stated she would like to move from her current housing situation but wanted to stay in San Leandro. 211 referred her to two listings from the Housing Database that were currently taking applications. She was so thankful 211 had some leads for her.

A Pleasanton woman with four children called to learn where she could register for her children to receive Christmas toys this year. 211 provided her with information for a toy drive in her area at the Blue Oaks Church where she could register her kids before November 20th.

A woman from Oakland concerned about her friend's living conditions. She stated that her friend is a hoarder and it is becoming very serious. She was afraid that the home is now a fire hazard with the amount of paper stacked so high. There was also a lot of dust, dishes everywhere, and a severe ant problem. She didn't know how to help her friend who she believes is suffering from mental illness and needs someone to come out and assess the situation. 211 provided her referrals to the Crisis Response Program, Mental Health Crisis Line, and

Psychiatric Mobile Response Team that can help talk to her friend. Additional information was provided for CIL (Center for Independent Living) for people living with disabilities.

A woman called from Alameda asking for a hauling company that would come pick up plastic containers and big plants she no longer wanted. This caller was moving to another state and did not want to take these things with her. After not finding anyone to take them she was trying to find a hauling service that will not be too expensive. 211 referred her to Alameda County Industries (ACI) to inquire about their services.

A Probation Department staff member called from Oakland to get housing information. He was hoping to further assist his probationers. 211 gave this gentleman the www.achousingchoices website and encouraged him to have his probationers call 211 directly so 211 staff can help guide them in the right direction.