



## 211 CALL EXAMPLES FROM DECEMBER 2019

**A young woman called from San Leandro after fleeing a domestic violence situation in Florida.** She had driven for four days straight in order to feel safe. She had been living in her car, but it was broken into one day, and she no longer felt safe sleeping in it with its windows broken. She was looking for a Safe Park program and housing assistance. She was also trying to find a job, and has a college degree, but had not been able to find employment yet. The caller was referred to the Mid-County West Housing Resource Center to have a Coordinated Entry System assessment done. 211 also provided her with information on the Alameda County Safe Parking Program, Building Futures Crisis Line, and the San Leandro Seasonal Shelter.

**A senior called from Emeryville requesting a number to report a street light that was out.** She was concerned as she walks home from the bus stop and it was too dark without the light. At her age she said it is hard to see in the dark and she was very fearful of falling and hurting herself. 211 informed this caller that she should call 311 to report the street light out, as 311 is a service provider for her area. This caller also requested information on low-income housing and was provided with information for the Baywood Apartments that had a recent re-opening of their waitlist.

**A woman from Dublin called for information on anger management classes.** She had a history of anger outbursts and has been required to take court-mandated anger management classes. She had no idea where to turn for information on these classes. 211 provided this caller with the contact information to Second Chance which offers counseling specific for anger management by court orders.

**An Oakland woman called while having a breakdown.** She was looking for help after she was denied disability from her job and had been off work for a month. She was scared that she would lose everything. She requested help as she was in a suicidal state and mentioned that she had attempted suicide the night before. The police were notified of the incident. The caller also stated she relapsed from not drinking alcohol. She was caring for her husband who lives with a disability and was almost positive that she would not be able to get her job back. 211 gave her information for the Oakland Equal Employment Opportunity Commission (EEOC) and Keep Oakland Housed for financial assistance before warm transferring her to Crisis Support Services of Alameda County.

**A homeless single father called from Alameda looking for resources for himself and his son.**

They had been sleeping in a truck for a couple of weeks, after the caller's grandmother who they had been living with had been placed in a nursing home. He stated his grandmother had left the house to him because he was her primary caregiver, but his half siblings hired a lawyer to take everything from him. He said he had filed police reports against his family and was looking for some guidance and places to go to get help with his situation. He also stated he suffered from mental health issues. 211 referred this caller to Community Mental Health and Outreach Services, ACCESS Program, Community Legal Assistance Saturday Program, and the Homeless Action Center. Since 211 found this caller to be literally homeless after a screening, he was referred to the Mid-County West Housing Resource Center to have a Coordinated Entry System assessment done.

**A woman with an adult son with an intellectual disability called from Livermore requesting help becoming his conservator.**

She said his doctor denied the request for documents to be filled out or any paperwork to be signed. 211 referred her to Community Resources for Independent Living (CRIL) for benefits advocacy, the City of Livermore Multi-Service Center, and the Legal Assistance with Public Benefits program of the Homeless Action Center.

**A social worker from Oakland Social Services Department called in hopes of assisting a client on probation.**

The woman who had been in prison needed some help with re-entry. She had no income and was couch surfing in Oakland. 211 provided the social worker with information on Sister to Sister 2 Inc. which offers a two-year program for women to receive ongoing housing and support services and the Sanctuary Day Program that offers healing groups, counseling, and benefits enrollment assistance.