



## **211 CALL EXAMPLES FROM FEBRUARY 2020**

**A man recently released from San Quentin State Prison called from Oakland after being referred to 211 by his parole officer.** He had no family or friends to help support him and was looking to rebuild his life. 211 gave him information on Re-Entry Services for Alameda County Parolees through EASTBAY Works for help finding employment and the transitional adult home at Seventh Step Foundation that offers short-term housing for homeless adult male parolees.

**A man called from Emeryville in search of health and dental care.** He had no health or dental insurance and was hoping to find a free clinic for health checkups as well as a resource for dental care. During his intake, 211 also learned that he had been the victim of a crime. Information was provided to this caller on the Ashland Free Medical Clinic, Free Dental Services by Berkeley Community Health Project, and Crime Victim Citizenship Services through International Institute of the Bay Area.

**A man called from Alameda in need of a hot meal.** He had recently become homeless after experiencing domestic disputes at home. He stated that the last few days he had been back and forth sleeping at the Oakland and San Francisco Airports during the cold weather nights. Unfortunately, he had zero income and was unable to purchase food. 211 provided this caller with a referral to April Showers for a shower and access to hot meals, underwear, socks, and men's clothes. Information was also given for the Open-Door Hot Meals Program from Open Door Mission that provides hot meals 7 days a week.

**A woman called from Hayward after having her passport stolen.** She had been shopping at the mall and had hung her purse on a clothes rack momentarily, then moved to try something else on. She said she had forgotten about her purse, thinking her boyfriend who was with her may have grabbed it, and then proceeded to exit the store with him. When she realized her purse was missing, she went to the information desk to check in with all the stores she was at. Fortunately, she found her purse at a store, however, her driver's license and passport were stolen along with her boyfriends' phone, her work phone, and a phone charger. 211 gave this caller information on the Bureau of Consular Affairs to report her passport stolen. Staff also provided her with the DMV contact information in her area for assistance with her driver's license and the Hayward police precinct location along with the non-emergency phone number so she could report the incident.

**A woman called from Livermore looking for a residential drug treatment program.** She was a licensed x-ray technician and had lost her job due to a DWI. She had been battling addiction with antidepressants and tranquilizers and lost her apartment in December. When that happened, she packed up and moved to Alameda County from Bakersfield. She had been living in her car in Livermore for two months and was receiving unemployment insurance. This caller was screened for Alameda County's Coordinated Entry System and connected to Tri-Valley ABODE Services for an assessment. 211 also provided information on a few transitional housing options, such as Ariel Outreach Mission, Christian Woman Supporting Women, Tranquility House Alternatives, Orchid Women's Recovery Center and Shepherd's Gate.

**A pregnant woman, who was the victim of a crime, called from Oakland.** She stated the father of her unborn baby had just stolen her car, which is where she had been sleeping for several years. Without any help or support from family or friends, she did not know where to turn. 211 gave this caller information for the 24 – Hour Mobile Response Team.