



211 CALL EXAMPLES FROM SEPTEMBER 2019

A single mother called from Alameda in need of an eye exam and new set of glasses. She was receiving SSI and Medi-Cal. 211 referred her to the Meredith W. Morgan University Eye Center at the School of Optometry at the University of California, Berkeley.

A man called from San Leandro on a weekend looking for housing assistance. 211 screened him for the Coordinated Entry System (CES) and found him eligible, then gave him instructions to follow on Monday to be connected to a Housing Resource Center for assessment. The caller also requested information on a Clean Slate program and assistance with child support issues he was facing. 211 gave the him information on the East Bay Community Law Center that could assist him with both.

An elderly woman from Oakland called stating she had been abused for over two years and wanted help. She did not know where or who to turn to. 211 referred her to Adult Protective Services and on-site counseling and support services for older adults by the Crisis Support Services of Alameda County.

A couple in Hayward called to request information about first time home buyer's assistance. They had both lived in Hayward all their lives and now that they have a child they are looking to move to a different city and hope to expand their family. 211 provided this young couple information on the Fremont City Community Development Department – Housing Division and the HUD Approved First Time Home Buyer Certification Course for First Time Buyer Home Loans.

A Livermore resident called in crisis. It has been three weeks since she stopped taking her anti-depressant medication. Unfortunately, the side effects were ongoing, and she was having thoughts of suicide. She was referred to 211 by the Crisis Line to assist her. She still was covered under PPO insurance and was desperately looking to find a psychiatric facility that would accept her insurance. It appeared that her regular physician was realizing the urgency of the situation, and she would have had to wait until the following month to get a consultation appointment. 211 provided her with the address and contact telephone number to John George, a psychiatric hospital in San Leandro that accepts private insurance and walk-ins.

A single mother of two from Newark called requesting information for dental care in the Tri-City area. She had tried numerous dentists and could not seem to find one she liked. 211 gave her information on the Tri-City Health Center (Irvington Dave Clinic) and Union City Dental Care Center (University of the Pacific Arthur A. Dugoni School of Dentistry).

A homeless single mother in Pleasanton called looking for shelter for herself and her daughter. They had been sleeping in the car for months. The caller worked a full-time job and needed to find a shelter. Luckily, 211 was able to provide her the information for the Ariel Outreach Mission, that at the time of the call had space available for a mother and child.

A senior called from Fremont in need of some additional help in the home. He stated his daughter had moved to college and it was now just him, his wife and adult son living in the home. The caller and his wife both have disabling health conditions. He needed help with his Medi-Cal renewal packet and wanted to apply for In-Home Supportive Services (IHSS) so that his son could be paid for being the caretaker. 211 provided him the numbers to Community Resources for Independent Living (CRIL) for application assistance and IHSS through Alameda County Agency Department of Adult and Aging.