**Call Examples for June**

A Hayward senior living with cancer reached out looking for housing. She was living with a family member who was relocating to another state. 211 staff suggested she contact Alameda County Social Services Agency to sign up for general assistance. Staff also provided her with their Supplemental Security Income program information. Additionally, staff referred her to our Public Safety Power ShutoffCare Coordinator for readiness during a power outage.

A San Leandro father who received help earlier from the Alameda County Housing Secure program called to ask if he is eligible for additional rental assistance. 211 staff provided him with Oakland and LGBTQ Community Center’s Emergency Rent and Housing Assistance Fund. He also needed help with his overdue electric bill, so staff referred him to Spectrum Community Services Low-Income Home Energy Assistance Program.

A Pleasanton mother with a four-year-old child called for a domestic violence shelter with open beds. She was nervous about providing her private information, so a partial intake was taken, and resource information was provided over the phone rather than by text or email. Resources provided included Ruby’s Place and the Les Marquis House Emergency Shelter offered by Family Emergency Shelter Coalition.

A Union City woman who was behind on her rent and other bills submitted an Alameda County Housing Secure rental assistance application and called to check its status. A resource specialist verified her application was received.

An Oakland single mother of four called in crisis. 211 staff referred her to Alameda County Behavioral Health Care Services Acute Crisis Care and Evaluation for System-wide Services.

A Castro Valley man living with physical challenges and recently released from prison called in need of resources. He was in court-ordered transitional housing and could not leave his residency. 211 staff transferred him to Mid-County East for a full assessment. He also needed clothing, so staff referred him to Centro De Services Basic Needs Assistance, The Salvation Army Hayward Corps, and the Community Closet through the Community Child Care Council of Alameda County**.**

An Oakland woman reached out to us for shelter. 211 staff transferred her to Sister to Sister 2 Inc’s Serenity House Recovery Services Program and their Serenity Sisters Day Program. Other resources provided included the East Oakland Community Project Coordinated Entry System and Roots 2 re-entry program**.**