



211 CALL EXAMPLES FROM OCTOBER 2019

A man called from Hayward seeking assistance paying for a funeral. He was calling on behalf of his friend who is homeless, living with a disability, and whose only form of income is SSI. His friend's wife had died the morning of the call. With little money, they needed help with funeral assistance. 211 gave this caller information on The Mother Teresa Fund-Funeral and Cemetery Assistance Program provided by Catholic Funeral and Cemetery Services.

A homeless woman called from Oakland. She was sleeping in her car and stated she had recently become homeless while surviving a crime. Her partner created a house fire in the home they were both living in. He had even poured gasoline on her attempting to catch her on fire. The caller stated the Red Cross had helped her with some monetary assistance, but she still had needs, such as housing, counseling, clothes and food. 211 referred her to Victim of Crimes for counseling and compensation, to the Working Women Program offered by Shepherd's Gate for potential housing, and a program for emergency food, clothing and donations services by Salvation Army.

A woman called from San Leandro with her mother, who recently lost her health insurance. Her mother was running low on insulin. 211 referred this caller to the Ashland Free Medical Clinic in San Lorenzo that serves low-income adults who are uninsured.

A woman in crisis called from Oakland and stated that she had suffered severe abuse. She had been seen by numerous psychiatrists, counselors, and doctors but was experiencing suicidal thoughts. 211 stayed on the phone with this caller, listened carefully, and was ready to take the appropriate actions to successfully assist this crisis caller. The caller agreed to be connected with the National Suicide Prevention Lifeline Network.

A single father from Livermore called to update his information for the Coordinated Entry System (CES). He was homeless and had previously called 211 to do the initial screening for CES. He informed 211 that he now had his son with him, and he was willing to fully commit to the process for CES. The mother of his son had recently died of cancer and he was now taking on the role of a primary caregiver and looking to get all his affairs in order. 211 gave this caller information on the Livermore Outstation location to apply for benefits and Ariel Outreach Mission for social services assistance. In addition, 211 gave him the message line to the Tri-Valley Housing Resource Center to update his status for CES.

A single mother of two called from Oakland after returning home from incarceration. She stated that she was struggling with her mental health and requested information on applying for SSI as well as a place to take a shower. 211 provided her with referrals to Sister-to-Sister 2 for their Day Program Outreach Services and Visitation Center for Women and Children which is a homeless drop-in center that offers a variety of services such as laundry, shower facility, women's and children's clothing.

A senior called from Dublin looking for assistance with her rent. She receives SSI and her rent had recently increased beyond her ability to pay. She had been living in her current home since 2012. 211 offered her information on low-income senior apartments she was eligible to apply for and the Livermore Rental Assistance program to apply for deposit assistance.

A woman called from San Lorenzo seeking legal assistance. Her landlord was demanding her and her family to move out but the caller had not been able to find a place yet. The landlord was also refusing to refund their deposit back to them. 211 referred this caller to the Tenants' Rights Clinic and to Tenant and Landlord Counseling.