**Call Examples – January 2023**

A senior citizen from Livermore called 211 looking for shelter. She was living on a boat but recently had to evacuate her home because of a rat infestation. Luckily, the city was taking care of the infestation. During the intake, staff discovered the woman was a crime survivor and continues to feel traumatized from the event. She was given a referral to the Berkeley Emergency Storm Shelter, since at the time of the call, a major storm was in effect in her area. Also, she was given a referral to Ruby’s Trauma Recovery Center and I-CAN Support Services, to help her with counseling and emotional support.

A Hayward woman called 211 for a wellness check on behalf of her friend. Her friend was previously released from the psychiatric hospital, John George, and was now living in a group home. The woman who called was concerned because her friend was not taking her medication or brushing her teeth and was eating other people's food. She was looking for places to refer her friend to receive proper help. Staff referred her to two mental health facilities, including Goldman Health Rehabilitation Center and Villa Fairmont Mental Health Rehabilitation Center. Both provide long-term recovery programs in an inpatient environment for adults with a diagnosed mental illness. Staff also provided Case Del Sol Mental Health Clinic and Mental Health Services; both offer therapy for those with mental illness.

A niece in Castro Valley called looking for resources for her 87-year-old aunt. The senior woman is almost completely blind and stays home all day. She needed help with daily activities like bathing or going out for a walk and was also in need of transportation assistance. Senior In-Home Supportive Services was provided to help her with daily activities, and Area Agency on Aging was provided to help with independent living skills. Lastly, she was transferred to 211’s transportation department for ride assistance.

A Fremont woman called 211 because she received a notice of pay or eviction from her landlord. She said she was behind in rent and other utilities and was afraid of becoming unhoused. 211 staff completed a full intake with her to determine what steps to take. The woman said she submitted a rent application with Season of Sharing late last year but has yet to hear back. 211 contacted the agency and was told they did receive her prescreen. She was in the queue, and her application will be reviewed later. She was transferred to one of 211’s Housing Community Resource Specialists for help with tenant rights and additional housing problem-solving.

A mother in Alameda who has an autistic called looking for rental assistance. She had been able to keep up with her rent payments until now but was not delinquent in utility bills. Her landlord was understanding and had not given her any notice of delinquency. Staff provided her with Season of Sharing and HELP Housing Emergency by Alameda County Social Services. She declined further assistance with tenant rights resources.

An Oakland man called feeling overwhelmed and suicidal. He was not able to do an intake, and he had no way to write the number down, so 211 staff sent him a text to 988, the 24-Hour Suicide Prevention and Intervention Crisis Line. 988 offers a 24-hour, toll-free crisis to people of all ages and backgrounds during times of crisis.