



211 CALL EXAMPLES FROM MARCH 2020

A man called from Alameda worried because his two jobs were impacted by COVID-19. He did not know how he was going to pay his monthly expenses and was reasonably upset over the unfortunate circumstances. 211 provided him with information on how to apply for Unemployment Insurance Benefits. Staff also gave him information from the CDC and Alameda County Public Health Department as he wanted to understand the current health crisis better.

The victim services division of the FBI called on behalf of a client in Fremont seeking refugee services. An agent requested information to assist this individual with the transition of his wife and child into the United States. Resources were needed for housing, English classes, jobs and connecting with the Afghan community. 211 provided this caller with information on the Fremont Family Resource Center/Human Services Department for job search assistance, Fremont Adult School Site for English as a Second Language classes, and the Afghan Coalition that seeks to empower refugee families, women and youth, both locally and in Afghanistan and to build bridges between the United States and Afghanistan.

An Oakland man called after being released after more than 30 years in jail. He wanted to reintegrate into society and was seeking re-entry programs along with employment, housing and other programs available to him. Due to Alameda County's Shelter in Place order, 211 could not provide a referral for walk-in services, so staff provided this caller with the Alameda County Reentry Portal available at 211alamedacounty.org where he could learn about various resources for which he was likely eligible. 211 encouraged him to talk with his probation officer about resources found there, particularly those specifically contracted by the Alameda County Probation Department to provide services to those on probation.

A homeless couple from Dublin called looking for a spot to park their RV. They stated they were with Shelter Inc. which was willing to help pay for the spot if they could provide proof of homelessness. 211 checked to see if they had been assessed for the county's Coordinated Entry System and once confirmed, informed the couple to request a 3rd party homeless verification letter from their Housing Resource Center. The couple also stated that they had a social worker through Social Services Agency, so 211 staff suggested reaching out to her as another option for a verification letter.

A blind man called from Oakland looking to Shelter in Place as he was concerned about his health. He had recently applied for SSI and had been homeless, on and off, for the last 12 years. Because of the new Shelter in Place order he was hoping to find housing as soon as possible. 211 was able to refer him to The Center for Independent Living, Inc., which specializes in working with people with disabilities. 211 staff were also able to

screen him over the phone for the county's Coordinated Entry System and reached out to East Oakland Community Project on his behalf.

A San Leandro construction worker called seeking meal assistance for himself and his wife. Due to the recent heavy rain, the couple only had a few hours of work and not enough money left over for food. The couple also had two young adult sons who were disabled and receiving SSI which contributed to a big part of their rent. 211 provided the family with a few referrals to food pantries, including San Lorenzo Family Help Center, Davis Street Family Resource Center and Bethel Community Presbyterian Church.

A homeless Oakland woman called desperately looking to Shelter in Place. She had no money and no family or friends that could take her in. She was concerned about catching the coronavirus as she was at risk and homeless. 211 referred this caller to South Hayward Parrish for extreme weather shelters and informed her that AC transit was providing no fare rides. Once 211 found out she had completed her Coordinated Entry System assessment at the East Oakland Community Project staff were able to provide her with information on their message line to follow up.

A recent refugee was looking for legal assistance to obtain a work permit in Emeryville. The caller from South Africa, recently entered the US and was granted political asylum. He did not have a permit to work yet and he needed to get a job to pay for rent and personal items. 211 provided this caller with a referral to the International Institute of the Bay Area (IIBA) for general immigration workshops and consultation with a qualified legal representative.