**Call Examples for January 2022**

A Union City woman wanted to know where she might get a COVID-19 vaccination. Staff referred her to Tiburcio Vasquez Heath Center.

An Alameda woman needed to find a new place to stay. She’s a survivor of domestic violence and employed full-time. Shelter resources included Tri-Valley Haven’s Sojourner House, First Presbyterian Church of Hayward Shelter and South Hayward Parish Winter Shelter. Other resources included HELP Housing Emergency through Alameda County Social Services Agency Workforce and Benefits Administration and the Alameda County Safe Parking Program. Staff also referred her to the Society of St. Vincent DePaul women’s drop-in center for laundry and shower services.

A Livermore woman living with a disability called in need of housing for two adults and one four-year-old child. The mother works full-time. Staff provided her with a referral to the Housing Consortium of the East Bay.

A senior Oakland man needed help paying his back rent and utility bills. He said he fell behind paying due to the pandemic and received a three-day notice from his landlord. 211 staff provided him with Centro Legal De La Raza’s Tenants Right Project, plus Keep Oakland Housed emergency rental application for rent and utility assistance.

A young, pregnant woman in Oakland called in tears. She received an eviction notice from her current housing when they found out she was pregnant. Foster care couldn’t help because she was about to age out. She just started a new job and has health care. She said she’s emotionally drained and doesn’t know where to take a shower or do laundry. Staff reached out to Covenant House for assistance and they agreed to meet with her. Staff reached out later that day with multiple housing opportunities. She said this is the first time she felt someone is on her side since she found out she’s pregnant.

A San Leandro woman called looking for a parole officer for a friend who just got out of prison. Her friend also needs mental health support. 211 referred her to Eastbay Works re-entry services, Center Point, Inc. Oakland Parolee Day Reporting Center, and Roots Re-entry. Roots Community Health Center was also provided for mental health-related support.

A woman called from Hayward seeking a different family shelter because she felt unsafe where she was. She’s a survivor of domestic violence. She is also a smoker and is interested in quitting. 211 staff referred her to The Salvation Army emergency shelter for families, Sister to Sister 2 Inc. Serenity House residential recovery program, and Sister Me Home Safe House for re-entry and other support services. Finally, staff connected her with Kick-it California for smoking cessation education and support.