

## **211 Caller Stories**

Carol, senior caller from Alameda, contacted 211 seeking housing assistance while staying temporarily with a friend and having to sneak in and out of the residence. 211 staff screened her as Not Literally Homeless and provided a resource to Alameda County Public Health Department's Care Team resources and support services tailored to her living situation.

Erika, a woman living in Castro Valley, contacted 211 with two distinct needs for her older Aunt she was caring for: affordable housing and dental care resources. The 211 Community Resource Specialist addressed both requests comprehensively, texting multiple housing options directly to Erika's phone while also providing three dental care referrals to the Native American Health Center, Lifelong Medical Care, and Bay Area Community Health.

Carlos, a single adult male with no income, contacted 211 seeking emergency shelter assistance in the Fremont and Union City area. During the call, staff determined that Carlos is literally homeless as he has been sleeping outside on a bench in Union City. Staff immediately reached out to ABODE Services and left a detailed voicemail referral for a callback to Carlos. Unfortunately, while staff was researching additional shelter options, the call experienced technical difficulties and went silent, making it impossible to hear the client. Before the call ended, staff asked Carlos to call 211 back if needed and provided him with information about ABODE Services and their contact details.

Kerrie, a woman in her twenties from Oakland called 211 very worried because she thought she might be pregnant and didn't have any health insurance. Luckily, our 211 Community Resource Specialist was able to transfer her to our Benefits Outreach Specialist to help her apply for MediCal.

Rosa, a caller from San Lorenzo, called 211 seeking multiple resources, but primarily needed food assistance for her family. 211 staff provided Rosa with referrals to several food pantries including San Lorenzo Family Help Center Food Pantry, Salvation Army Hayward Corps, Hope 4 the Heart Food Pantry, Davis Street Community Center, and CityServe Support Services. Rosa was given information in Spanish and contact details for all locations.