**Call Examples for July 2023**

A senior in her sixties contacted 211 to find crisis support services. She was earning a modest monthly income of $1,300 from Social Security Disability/Supplemental Security Income. During the call, she mentioned her adult son, who lives with mental health conditions, sometimes threatens her. His threats had reached a point where she felt her life was in danger. She asked for a resource for seniors so she could talk to them. 211 staff referred her to Therapy Services for Older Adults provided by Crisis Support Services of Alameda County (CSS). CSS provides ongoing supportive counseling for adults 55 and older. She declined efforts to transfer the call, but staff provided her with CSS’s contact information.

A single mother living with a permanent physical injury and experiencing domestic violence called 211 for help finding shelter for her and her two children. She and her children were kicked out of the room they were staying in because she couldn't pay rent. 211 staff referred her to Sister Me Home Safe House by Building Futures with Women and Children. Sister Me Home has a 24-hour hotline and offers a safe place for the family to rest, three meals daily, mail services, case management, and mental health counseling and therapy. Additionally, staff provided her contact information to the 24-Hour Mobile Response Team by the Family Violence Law Center. This organization is a 24-hour mobile response team with certified trained counselors who offer help with crisis counseling, safety planning, shelter, and other critical needs.

A mother from Oakland called 211 in crisis seeking housing resources. She was on multiple waiting lists for shelters and was sleeping on the streets with her daughter. 211 staff screened her for the County's Coordinated Entry System and determined she was literally homeless. She was receiving $637 monthly through CalWORKs. Staff also screened her for PG&E's Public Safety Power Shutoff program and Kick It California. For long-term housing assistance, 211 Staff provided information to Building Futures' Family Front Door program.

A 32-year-old single mother from Oakland called 211 seeking housing for herself and six children. At the time of the call, she was staying at a friend's house in the city of Alameda but needed a long-term solution. She was receiving Medi-Cal health insurance and $1,960 in income through Cash Aid monthly, as well as $975 in CalFresh and food stamps. Staff also screened her for PG&E's Public Safety Power Shutoff program and Kick It California. For housing help, 211 staff provided referrals to the Alameda County Housing Portal, the Housing Authority for the city of Alameda, and the Unity Council's Housing Access & Navigation program. Staff also provided information on the Bank on Oakland program for financial assistance.

A single father raising his 14-year-old daughter called 211 in crisis. He came home from the hospital to find a 3-day notice to vacate on his door. The caller feared losing his housing because he was behind on his rent and other bills. He started experiencing multiple health problems over the past two years and was undergoing tests to determine a cancer diagnosis, making it very difficult to keep and find work. He had food stamps but no income. 211 staff provided information to Season of Sharing, which the caller said he tried to contact before but was unable to get through. Staff suggested he call Echo Housing to have them help with the Season of Sharing application. Staff also provided contact information to St. Vincent de Paul for emergency shelter. Staff also screened him for PG&E's Public Safety Power Shutoff program and Kick It California.