

Call Examples for January 2025

When Tara noticed a homeless man sleeping outside her bakery in Oakland almost every day, she grew increasingly concerned about his well-being. Although she had heard of 211 Alameda County before, she had never needed to call it herself. Thankfully, the simplicity of the number made it easy to remember, and she was able to reach out. Tara found the experience of speaking with one of our Community Resource Specialists both pleasant and straightforward. With their assistance, she obtained information about the Saint Vincent de Paul Shelter and a Mobile Street Outreach program that could offer support to the man outside her shop.

Julie had nowhere safe to go after being discharged from the hospital. Returning to her home in Oakland meant facing the threat of violence, something she could no longer endure. Desperate for help, she called 211 and spoke with a compassionate Community Resource Specialist (CRS) who listened without judgment. The CRS provided crucial support, connecting her with the Domestic Abuse Hotline, the Family Violence Law Center, and shelters that assist survivors.

Lisa called 211 in search of shelter in Oakland. Her disability made it difficult to work, leaving her struggling to afford rent. A Community Resource Specialist provided her with essential resource information, including a referral to Christ Episcopal Church's warming shelter, Community Resources for Independent Living, and the East Oakland Community Project's Crossroads Emergency Shelter, helping her find a safe place to stay.

Lucia, her husband, and their 4-year-old son had been living in a rented room in Oakland, but after falling behind on rent, their landlord ordered them to leave. As undocumented immigrants, they felt their options were limited, forcing them to seek refuge in a tent. However, as the weather grew dangerously cold, staying there was no longer safe for their young child. Desperate for help, Lucia called 211 and was connected with a Spanish-speaking Community Resource Specialist (CRS). She was referred to Oakland Families FFD, a program that helps unsheltered families in Oakland with children under 18 find shelter or housing options. Additionally, the CRS provided Lucia with vital immigration information for her family.