

February 2018 Call Examples

A single female from the city of Fremont called seeking shelter in the Fremont area only. She had been in the foster care system but had aged out. She was living with a family member but due to personal conflict with them, was asked to leave. She stated a friend let her sleep in his car the previous night but she had no place to go that night. She had no current income because the General Assistance she was getting only lasted for three months. 2-1-1 explained the Coordinated Entry System to her, referred her to the Extreme Cold weather shelter in Fremont, a BACS Housing Education & Counseling class, and transferred her to the South County Housing Resource Center for assessment.

A single mother with two small children called from Newark seeking any two-bedroom, low-income rentals that were immediately available. She stated she had been in a shelter for over seven months and her time there was ending. She was working full time and had an income of \$2,500 per month but was still unable to find a unit she could afford. She was on several waitlists already but was afraid that when she and her children had to leave the shelter, they would be homeless. 2-1-1 staff discussed the housing crisis and informed her that there was no low-income housing immediately available. She was referred to the BACS classes for housing education and counseling and to several housing units that were currently accepting applications for their waitlist.

A Union City resident requested information for an injury lawyer. She stated she was at a local fast food restaurant and fell because an employee was mopping the area but didn't put a sign on the floor to indicate it was wet. She went to the hospital and was told that she injured her back. She stated there was no incident report taken at the fast food restaurant and she wanted to know her rights as a consumer. 2-1-1 referred the caller to The Personal Injury Clinic held by Centro Legal De La Raza; Bay Area Legal Aid; and Volunteer Legal Services Corporation through the Alameda County Bar Association.

A single father in Hayward called seeking low-income housing for him and his two teenage sons. They had been sleeping in his car for the past two weeks. He works full time but was unable to find a shelter that would accommodate his work schedule. He works until 2:30am and most shelters require that he arrive no later than 6pm. 2-1-1 referred the caller to the BACS Housing Education & Counseling classes, several low-income housing units with open waitlists, Alameda County Social Services Agency to apply for CalFresh and Medi-Cal, and transferred him to the Mid-County East Housing Resource Center for assessment.

A mother residing in San Leandro called seeking low-income housing for herself and 14-year-old twins. Her husband had just filed for divorce and she didn't know if she would be able to stay in the house where they reside. She receives \$1,400 a month from CalWORKs and SSI and was afraid she wouldn't be able to afford any rental housing in the Bay Area. She was willing to relocate if there was any other area that had low-income housing available. She requested 2-1-1 information for Sacramento County. She was also referred to several low-income housing waitlists in Alameda County, family counseling through Horizon's Counseling program, and BACS Housing Education & Counseling classes.