**Call Examples for May**

An Emeryville woman expecting twins called looking for assistance with housing. She was staying with friends and family but wanted her own place before the babies are born. Staff referred her to East Bay Asian Local Development Corporation.

A Livermore woman who escaped from a human trafficking situation called seeking housing. 211 screened her for the Coordinated Entry System and referred her to East County Tri-Valley — Abode Services and Building Futures’ Sister Me Home safe house. Staff also suggested she contact the National Human Trafficking Resource Center.

An Alameda woman living in her car called for shelter. She lives with mental health challenges and said she would like to quit smoking. Staff referred her to Kick It California smoking cessation and the Alameda County Safe Parking Program.

An Oakland woman called in crisis, saying she was considering hurting herself because of stress and overwhelm. She lives with physical and mental challenges and recently had a stroke. During the month, she called three times in crisis. She hung up twice before staff could transfer her to the 24-hour Suicide Prevention Crisis Line through Crisis Support Services of Alameda County. The third time she called, staff made a successful handoff. She called the next week regarding housing.

An Oakland man called and said he felt suicidal. Both he and his wife are in the hospital, and he’s distressed without his wife’s support and companionship. 211 staff transferred him to the 24-hour Suicide Prevention Crisis line by Crisis Support Services of Alameda County.

An Oakland mother called seeking help with basic needs. She lives in her car with her teenage daughter after being released from prison, and she’s pregnant. Staff referred her to Building Futures and Sister to Sister 2 Inc. For the family’s hygiene needs and food, staff provided Roots Community Health Care Center, Lava Mae X East Bay Mobile Showers, Covenant Houses Wellness Center, Interfaith Homelessness Network’s April Showers, City Team Ministries Dignity on Wheels, and Christ Episcopal Churches CEC homeless shower program.

An Oakland man called for help integrating back into society. He was staying with his friend but must move out because it’s a lease violation. Staff referred him to Roots Community Health Care Center.