

**LARA WEISIGER**

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**From:** Alison DeJung <adejung@edenir.org>  
**Sent:** Monday, February 01, 2016 1:35 PM  
**To:** City Clerk  
**Cc:** Claudia Young; Barbara Bernstein  
**Subject:** Handouts for Tomorrow's City Council Meeting  
**Attachments:** Alameda 211 call examples CY2015.docx; Alameda City Top 10 Needs FY14;FY15;Half FY16.xlsx

Dear Ms. Weisiger and Ms. Glidden,

I am planning to speak during the public comment section of tomorrow night's city council meeting on behalf of 2-1-1 Alameda County. I understand from Claudia Young that the two attached documents can be distributed to the council members in advance of the meeting. I appreciate your assistance and please let me know if you need anything else.

Thank you,  
Alison DeJung  
Eden I&R

## **2-1-1 City of Alameda Call Examples from CY 2015**

*Note that some calls were from advocates assisting others, while most calls are from very low income people in need of affordable, safe housing. Also, because there is very limited affordable housing in Alameda currently, many specific housing referrals were located outside of the city in order to meet the needs of the caller & his/her income.*

~ A resident of and business owner in Alameda called for 2-1-1 resources that could benefit her elderly customer. The caller had heard about 2-1-1 from her housekeeper. She informed 2-1-1 that her elderly customer was virtually immobile because of sores on her legs that would not heal, but the customer was not diabetic. The customer was running out of funds and would not be able to pay her property taxes and had contemplated selling her home. In addition, the customer was also concerned that if her legs were amputated she would have nowhere to live. She had family but they were not supportive. The caller was provided information about Adult Protective Services in case she had concerns about her customer being unable to meet her own needs and if self-neglect was of concern. 2-1-1 also referred the caller to Legal Assistance for Seniors for assistance with understanding her Medi-Cal/Medicare benefits. For senior housing referrals she was referred to the Center for Independent Living, the City of Alameda, Alameda County Social Services, Department of Adult, Aging Medi-Cal Services for the senior housing guide, and for IHSS services. The caller was also referred to Meals on Wheels for food and friendly visitation assistance.

~ A single senior called with his social worker to ask for housing referrals. The caller was referred to the Belle Terre Apartments, Columbia Park Manor, Strawberry Creek Lodge, Samara Terrace Apartments, and Brentwood Senior Commons for low-income housing wait lists. For additional resources for seniors, he was referred to AARP Alameda Chapter, and the Area Agency on Aging.

~ A single senior called and shared with the Phone Resource Specialist that she was having difficulty managing the stairs at her rental unit and she desired a unit without stairs. The caller was referred to The Gardens at Ironwood, Ridgeview Commons, Bermuda Garden Apartments, Hillcrest Gardens, and Mayten Manor for low-income senior housing, as well as the Mono Gables in San Leandro for market rate housing without a wait list. Lastly, she was referred to the Area Agency on Aging for further information about her housing options, and encouraged to call 2-1-1 again periodically for new listings.

~ An individual called for shelter for the family which consisted of a dual parent household with three young children. The caller was referred to the Salvation Army and to FESCO-The Family Emergency Shelter Coalition for shelter. For transitional housing the family was referred to Sakoda, McKinley and Harrison House Family Programs through BOSS, and to the East Oakland Community Project. For drop-in services, daytime respite, laundry, showers, hygiene supplies, lockers for storage, housing search assistance, benefits advocacy and phone access, the family was referred to the Multi Agency Service Center (MASC). The caller requested and was provided the toll free service numbers to both 2-1-1 Contra Costa and San Francisco.

~ The Bay View Rehabilitation Agency in Alameda called 2-1-1 for shelter space for a single female patient who was homeless. As there were no Alameda County beds available, 2-1-1 provided referrals to the Contra Costa Crisis Center and San Francisco HELPLINK.

~The Alameda Point Collaborative called on behalf of a client that needed a 2-3 bedroom unit that accepts Section 8. The caller was provided with four listings--one in San Leandro and three in Oakland.

~ An individual called for assistance with shelter. The caller informed 2-1-1 that she had been homeless for six years. She indicated that she had not eaten anything for a couple of days. She was tearful at the start of the call but appeared to be in better spirits when a bus driver allowed her to board the bus to Berkeley. The caller was provided a referral to Berkeley Food and Housing Project and informed of the shelter bed reservation process. She was also provided a referral to the Quarter Meal Program for a hot meal and encouraged to call back 2-1-1 for additional referrals since she was on a bus and unable to take down a lot of information.

~ An individual called for assistance with housing. The caller informed 2-1-1 that she had mobility issues and was frail. She had concerns about her current unit because she had nine electrical outlets on one circuit and had been told that this was both illegal and dangerous as it could result in fire. She had approached her landlord but he had not resolved the issue and she did not want to pursue landlord tenant mediation. The caller had a foreign retirement income as she relocated from Europe in late adulthood. She was referred to four low-income/subsidized housing units, as well as to a room share in Antioch, and one in Hayward, and to a one bedroom apartment in Oakland.

~ A woman who was recently widowed called for benefits assistance. Her late husband had been on SSI and she had been his In-Home Supportive Services care provider and with him gone she had no income. The caller had applied and was not approved for survivor benefits. 2-1-1 provided referrals to Homeless Action Center for benefits assistance, to the SSI Office for an application, and to Bay Area Legal Aid for legal assistance.

City of Alameda	Top Ten 2-1-1 Caller Needs	FY14&FY15&Mid-YearFY16			
FY2014 Needs	Percentage of Calls	FY2015 Needs	Percentage of	Mid-Year FY2016 Needs	Percentage of
Housing/Shelter	48%	Housing/Shelter	50%	Housing/Shelter	52.00%
Legal Services	7.80%	Information Services	8.70%	Information Services	9.70%
Information Services (eg, internet providers, libraries)	6.40%	Legal Services	7.40%	Legal Services	5.80%
Public Assistance Programs	5%	Public Assistance Programs	3.30%	Public Assistance Programs	4.00%
Utilities	3.80%	Individual & Family Support Services	3.10%	Individual and Family Support Services	3.30%
Individual and Family Support Services	3.70%	Food	2.50%	Food	2.71%
Substance Abuse Services	2.40%	Utilities	2.30%	Utilities	2.10%
Health Supportive Services	2%	Health Supportive Services	1.90%	Mental Health Evaluation and Treatment	1.80%
Food	2%	Substance Abuse Services	1.80%	Employment	1.60%
Transportation	1.60%	Material Goods (eg, clothing, furniture)	1.70%	Law Enforcement Services	1.40%