

Noteworthy Updates

During the month of April, 6,002 calls were handled by 2-1-1 Resource Specialists and 8,694 health, housing and human service referrals were provided. Of the unduplicated callers, 75% were female, 26% were single mothers with minor children, and 54% were living with disabilities. (These statistics exclude callers who opted to not provide demographic information during intake.) The call examples below show the breadth and depth of calls handled. Additional people are also relying on Eden I&R's websites, including our online health and human services resource directory; in April they received 18,373 pageviews and 5,271 sessions.

Eden I&R thanked our past and present volunteers by hosting various events during Volunteer Appreciation Week. This annual celebration recognizes volunteers for their time and contributions and thanks them for their commitment to helping their community and linking people with valuable resources. Festivities included an ice cream social and a barbecue.

Eden I&R's Disaster Preparedness Coordinator received recognition by Mills College for "exceptional delivery of readiness training" at a Preparedness Symposium on April 12th. He received the Best in Show Recognition and Most Valuable Expert (MVE) Recognition - Shared Honors. The event offered students and staff an opportunity to learn about disaster preparedness from 18 presenters from different agencies across Alameda County.

2-1-1 Alameda County once again played an important role assisting low-income taxpayers throughout the recent tax season. Between December and April, over 1,300 calls were handled for the California Free Tax Assistance Events program, sponsored by the Computer and Communications Industry Association and Intuit. 2-1-1 Resource Specialists answered questions and scheduled appointments for low-income taxpayers and those on active military duty at several tax assistance events throughout the state. Through our partnership with United Way and its Earn It! Keep It! Save It! program, 2-1-1 handled an additional 1,006 calls in which referrals were provided to VITA tax preparation sites throughout Alameda County and questions about the Earned Income Tax Credit answered.

Call Information

Call Examples

~ A resident of Alameda called on behalf of his neighbor who was facing homelessness. The caller informed 2-1-1 that his neighbor was a senior with two adult children, both of whom have developmental delays. The neighbor was paying her rent but was facing eviction. The situation was worsened by the fact that the caller and her two children did not appear to understand the enormity of their situation. The caller informed 2-1-1 that the neighbor had a social worker who came out to check on the family, but who was not doing much to assist the family. The neighbors had witnessed the police coming to the home and had taken it upon themselves to help the family move their belongings in to storage. The caller was hoping that an advocate could assist in securing more time before the family was forced to move. 2-1-1 referred the caller to Center for Independent Living for assistance in addressing the housing issue.

~ A 60-year-old woman with breast cancer, on probation, and who had moved from Washington to the City of Alameda called 2-1-1 to request cancer treatment referrals. She had been diagnosed with Stage 4 breast cancer and was enrolled in Medi-Cal. 2-1-1 referred her to the Comprehensive Cancer Center at Alta Bates Summit Medical Center in Berkeley, where advanced treatment options and services are offered for many types of cancers, including breast cancer. In addition, the caller was referred to the Suitcase Clinic run by the University of California at Berkeley. To help her with basic living needs, 2-1-1 referred her to the East Bay Breast Cancer Emergency Fund, offered by the Women's Cancer Resource Center of Oakland, which provides financial assistance to low-income women with breast cancer. Lastly, the caller was referred to the American Cancer Society.

~ A Berkeley resident who was very upset called 2-1-1 for assistance filing a complaint against a board and care facility, because the facility where her brother was residing was being sold and the residents had not been given prior indication to prepare. 2-1-1 provided the caller with referrals to California Advocates for Nursing Home Reform, and to California Department of Aging-Long Term Care Ombudsman.

~ An Emeryville caller informed 2-1-1 that she was a live-in caregiver whose housing situation was in jeopardy because her client had passed away and the home she was living in was for sale. The caller was receiving unemployment. 2-1-1 provided the caller with referrals to three subsidized housing open waitlists. Since the caller's housing instability was of an immediate nature, she was also referred to several transitional facilities: Change to Come, Henry Robinson Multi-Service Center, Berkeley Food and Housing Project, Camden House Partnership for affordable living, and Empowerment Living.

Call Examples	~ An Oakland resident in her third trimester of pregnancy, with a diagnosed mental health disability and receiving SSI, called in need of shelter. The caller was provided referrals to the Coordinated Entry System-BFHP (shelter), Sunrise Village (maternity home), and Ursula Sherman (homeless shelter at Harrison House) for housing/shelter.
	~ A San Leandro resident called for assistance with mental health issues and substance abuse. The caller was asked if she had health Medi-Cal or any other form of health insurance and the caller confirmed that she had Medi-Cal. The caller was also in need of women's health/family planning services. The caller was referred to Planned Parenthood Mar Monte, Servicios Gratuitos, and the Ann Chandler Public Health Center for women health/family planning services. For substance abuse treatment assistance the caller was referred to Cherry Hill Detox, Davis Street Clinic, and Wistar R& R Program Inc. The caller was additionally provided referrals for outpatient psychiatric services at Fairmont Skilled Nursing and Acute Rehabilitation Facility-alameda health Systems, Hedco House Wellness Center, and the Portia Bell Hume Behavioral Health and Training System.
Caller Feedback	"Hello, good afternoon, I just spoke with your staff, and she did a great job. She gave me referrals for places to rent. I am going to move forward and submit my application online. Once again, she did a good job helping me, speaking very clearly so that I can understand. Thank you so much and I live in Oakland. Bye."
	"2-1-1 did a fantastic job and gave me more information than I expected. I know that the person that I am calling for will be able to get the information she needed for her and her child. I am very happy with you and I will continue to refer other people to you. Keep up the good work, thank you and bye."
Staff Inservice Training Sessions	~ AIDS Housing Information Program presentation
	~ Adult Protective Services Mandated Reporter Training
	~ Child Protective Services In-Service Training
	~ 2-1-1 Staff Meeting on Quality Assurance, Follow-up calls, and 2-1-1 Staff Acknowledgment of Call Handling
Resource Information And Technology Updates	
Services Database	~ One new agency, and two new programs were added to the Services Database this month.
	~ The Services Database contains 1,170 agencies and 3,008 programs.
	~ A volunteer resource is helping in the Info Department with the process of researching e-mail addresses in iCarol for automated verification.
Housing Database	~ 122 new units were added to the housing database this month.
	~ The Housing database contains 85,378 total housing units
	~ Housing Subscriptions (mail, PDF & OHIP) were sent to community-based organizations in Alameda County and San Francisco County.
Online Services Website	~ Eden I&R's health and human services data is provided free through the agency's publicly accessible websites at www.edenir.org and www.211alamedacounty.org , and www.alamedaco.info . This month the Online Services Directory received 18,373 pageviews and 5,271 sessions/visitors.
Website Updates	~ Updated our public facing website spotlighting Owner Appreciation Day Fair on May 20th; promoted East Bay Gives Fundraiser donations to Eden I&R; continued promoting link offering registration for Disaster Preparedness Webinar.
Technology	~ Began an analysis of the current Eden I&R network infrastructure. The evaluation includes an assessment of current wiring, router and firewall devices, hubs, switches and domain server firewall configuration. As part of the analysis, internet providers are being evaluated to create provider redundancy in case of an outage by a single provider.
	~ Work has begun on the implementation of Microsoft's Business Intelligence as the reporting and analysis tool for Eden I&R program reports. A full catalogue of reports along with the required fields needed for analysis will begin in May. The goal is to start the new fiscal year utilizing Business Intelligence for Eden I&R's analysis and reporting.
	~ The IT budget was created for the upcoming Fiscal Year. Equipment needs were forecasted and software purchases were planned. A software highlight from the budget is the expanded deployment to staff of the newest Office Suite through Office 365.

Outreach/Public Information Activities

Meetings

- ~ At the request of the current head of 2-1-1 Yolo County, the Executive Director had a phone conversation to share information about 2-1-1 Alameda County, call volume, partnerships, needs of callers, our databases, and other pertinent information that 2-1-1 Yolo County is gathering to help inform its system and potential changes.
- ~ The Executive Director met with the City Manager and the Community Services Manager of the City of Pleasanton to introduce herself and discuss ways in which 2-1-1 can best meet the needs of the city's residents and employees.
- ~ The Executive Director attended a Hayward City Council meeting during which the Council received a presentation from city staff on the city's Community Services Commission's funding recommendations for FY17/18 for social service agencies serving Hayward residents, including 2-1-1 Alameda County.
- ~ The Executive Director gave a presentation to the City of Pleasanton's Human Services Commission on the city's FY16/17 funding of 2-1-1.
- ~ The Executive Director attended a 2-1-1 Bay Area Partners meeting, hosted at 2-1-1 Contra Costa County. Representatives from several Bay Area 2-1-1's shared updates from their respective agencies and discussed best practices and potential funding opportunities.
- ~ The Executive Director attended the quarterly AICoVOAD meeting at the County's Office of Emergency Services in Dublin. Among the presentations from AICoVOAD members was one given by the Executive Director of CRIL and Eden I&R's own Disaster Preparedness Coordinator who presented on the Incident Command System.
- ~ The Executive Director attended the City of Alameda's Social Services and Human Relations Board (SSHRB) meeting. Alameda, like many cities, is facing a potential cut to its CDBG funding contingent on the final federal budget. Should cuts to Alameda's CDBG allotment occur, all of its grantees will incur a proportional cut to their FY17/18 funding. Eden I&R and several other grantees spoke to the SSHRB about the impact such potential cuts would have on their programs and the clients they serve.
- ~ Members of the management staff met with the new CEO of Urban Strategies Council to get acquainted, share organization updates, and discuss potential ways our two agencies can collaborate using data to best serve our respective constituencies.
- ~ Eden I&R held its quarterly meeting of the Board of Directors this month. A new board member was welcomed, Eden I&R's new Development Manager was introduced, agency updates were provided by staff, and a preliminary discussion was held about the organization's FY17/18 budget.
- ~ The Deputy Director and Disaster Preparedness Coordinator made two presentations to Cal State East Bay Nursing Students and led tours of the 2-1-1 Call Center. Students were interested in learning about the various programs and services offered by Eden I&R, as well as personal disaster preparedness information.
- ~ The Deputy Director attended and presented at the Alameda County-Oakland Community Action Partnership (AC-OCAP) grantee orientation meeting. Participants were provided guidance on preparing and submitting invoices and reports, as well as information about monitoring visits and US. Department of Health and Human Services 2017 Federal Poverty Guidelines.
- ~ The Deputy Director attended the LGA Consortium Annual Conference in Santa Rosa to participate in training workshops and discussions around the Medi-Cal Administrative Activities (MAA) time-surveys, coding, and best practices for tracking MAA hours. County and nonprofit representatives from across the state convened at this annual three-day conference.
- ~ The Development Manager attended a meeting at Oakland City Hall to hand out information to those displaced by the residential building fire on San Pablo Avenue. Approximately 65 displaced residents were in attendance.
- ~ The Development Manager distributed 2-1-1 information at the Community Forum on Immigrant & Refugee Rights hosted by Supervisor Keith Carson. This forum was designed to give information about immigration/refugee legal rights and to meet with other organizations working in this arena.

Fairs/Events/ Outreach	~ The Disaster Preparedness Coordinator conducted a webinar on Disaster Preparedness and Response for Nonprofits, hosted by TechSoup, which had a national and international audience.
	~ Eden I&R staff hosted a booth and provided resource referrals to participants at: Laney Wellness Fair in Oakland, Parent/Student Resource Fair for SLUSD in San Lorenzo, Hillview Crest Elementary School Community Services and Literacy Fair in Hayward, Senior Resource Fair in Albany, Laney job fair in Oakland, CSU East Bay: Food and Housing Insecurity Event in Hayward, Senior Health Fair in Berkeley, Denim Day Event at Chabot College in Hayward, Tri-Valley Hiring Event in Livermore, Eden Area One Stop April Recruitment Event in Hayward, City of Dublin Volunteer Fair in Dublin, and Parent Resource Fair for Emeryville Headstart/YMCA.
	~ Eden I&R staff conducted trainings for and provided resource referrals to participants at Cal State East Bay Nursing Students Disaster Training in Hayward, Oakland Fire Assistance Center, Eden United Church of Christ - Disaster Preparedness Consultation in Hayward, Mills College Preparedness Symposium in Oakland, 2-1-1 and Disaster Presentation for the Provider/Vendor Advisory Committee of the Regional Center of the East Bay in San Leandro, Disaster Training at ALCoVOAD Quarterly Member Meeting in Dublin, Cal State East Bay 2-1-1 Presentation in Hayward, Veteran's Wellness Fair disaster training in Oakland.
	~ Outreach materials were distributed to attendees at the following events: Pathway to Wellness in Oakland, Oakland Animal Service in Lafayette, Family Justice Center in Oakland, Empowerment Summit (a two-day event) in Oakland, City of Oakland Supportive Services in Oakland, Oakland Animal Shelter in Oakland, and Community Forum on Immigration and Refugee Rights in Berkeley.
	~ In summary, for April, Eden I&R served 1,254 people at trainings, events, and fairs and distributed 6,005 pieces of outreach materials to service providers and residents of Alameda County.