

EDEN I & R, Inc.

2-1-1 Alameda County Monthly Narrative Report: November 2015

Noteworthy Updates

During the month of November, 7,870 calls were handled by 2-1-1 Resource Specialists and 11,968 health, housing and human service referrals were provided. Of the unduplicated callers, 81% were female, 33% were single mothers with minor children, and 43% had disabilities. 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 service resource directory; in November they received 18,274 pageviews from 5,280 sessions/visitors.

Regarding the holidays: Eden I&R's Information Department completed its research on Holiday food and toy programs available in Alameda County. This fully vetted information was entered into the Health and Human Services Database, for access by 2-1-1 in order to inform and refer callers.

The 2-1-1 Program Manager also collaborated with The Berkeley Police Department's Sargent Robert Rittenhouse, who is overseeing the Berkeley Toys for Tots Program, in order to update this year's information. 2-1-1 callers from Berkeley seeking assistance with Christmas toys will be placed on a list that 2-1-1 maintains and submits to the BPD on December 14 for final toy distribution on December 19, 2015. Parent/guardian names, addresses, the ages of children in the household, gender and phone numbers will be gathered and placed on the 2-1-1 Toys for Tots List. A computer generated client number is then issued to the caller to use on the toy distribution day.

Eden I&R was requested again this year to assist The Jamaican American Association of Northern California-JAANC in locating ten Oakland households in need of Thanksgiving food. This was the second year in a row where the JAANC has so generously offered to assist families served by Eden I&R Programs (2-1-1, AHIP & Veterans).

The Executive Director attended the retirement event for Amanda Feinstein from the Walter & Elise Haas Fund. Amanda was a very long-term supporter of Eden I&R, especially for 2-1-1. The Haas Fund was the first major foundation to contribute a very large grant to Eden I&R which was the foundation upon which we were able to promote 2-1-1 to the Alameda County governmental entities. The "fair and equitable leveraged funding plan" was then created and is the funding model upon which 2-1-1 Alameda County depends upon to this day. We wish Amanda well in her new position in the Oakland Mayor's office related to the Oakland Promise Initiative.

Call Information

Call Examples

~ An Oakland resident called for information on guardianship, shelter, holiday food and toys. The caller informed 2-1-1 that she was caring for the 3 young grandchildren as her daughter was in rehab. She did not know where the father of the children was. She had a letter from her daughter stating that the caller was in charge of the children. The caller was struggling to enroll the children in school as they had been born in a different state. The caller was not employed and was in financial need. For guardianship assistance the caller was referred to Self Help Services and Family Law Facilitator, Superior Court of California, County of Alameda. For emergency shelter the caller was referred to the Garden Street Center Oakland, for Thanksgiving baskets the caller was referred to the Alameda County Community Food Bank and City Team Ministries, for Thanksgiving dinner the caller was referred to the DeFremery Recreation Center, and for holiday toys to the 2015 Oakland Mayor's Toy Drive. 2-1-1 referred the caller to Society of St. Vincent de Paul, City Team Ministries and the Telegraph Community Center. For food the caller was referred to the Alameda County Community Food Bank and the Salvation Army since lack of formal guardianship documentation might hinder applying for CalFresh and CalWorks. The caller was encouraged to call back 2-1-1 for any additional I&R needs.

~ An Albany resident called for support services on behalf of her friend who was medically frail. 2-1-1 provided referrals to Center for Elder's Independence which offers medical, rehabilitative therapy and equipment, in-home services, personal care, light housekeeping, supportive case management and transportation to medical appointments. The caller was informed about IHSS and how to apply with the Department of Adult, Aging and Medi-Cal Services at SSA. For friendly visiting, help with walks, reading, helping run errands and making small household repairs, the caller was referred to the Center for Older Adults-Jewish Family and Children's Services of the East Bay.

~ A Castro Valley resident called because her father needed a hearing aid. He had minimized contact with the outside world as he was embarrassed by his hearing loss. The caller was referred to Berkeley Place, CRIL and HomeCARES Recyclers for assistive medical technology and to the Suitcase Clinic at UC Berkeley for medical services for the uninsured.

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| Call Examples | <p>~ A Dublin resident reached out to 2-1-1 because she was being abused. The caller was very emotional and cried on the phone. She informed 2-1-1 that she was being emotionally and physically abused by her daughter and son-on-law. They were withholding critical medications that she was required to take for multiple serious medical conditions. Earlier that day when the caller had attempted to call law enforcement, her daughter grabbed the phone away from her and attempted to hit her with it. The daughter threatened her saying that if she ever attempted to call law enforcement again, she would be sent to an early grave. Afraid to call 911 the caller called 2-1-1. 2-1-1 assisted the caller with filing an Adult Protective Service report.</p> |
| | <p>~ An Emeryville resident called for assistance with replacement dentures for her father. 2-1-1 referred the caller to the Native American Health Center in Oakland and LifeLong Medical in Berkeley for dental services for low income persons.</p> |
| | <p>~ A Fremont family of four called because they had just been evicted. The caller was a single parent with three children. She informed 2-1-1 that she had a Section 8 voucher and that she was looking for a 3 bedroom rental unit. For transitional housing the caller was referred to Images on the Rise, Alpha Omega Foundation and the East Oakland Community Project. The caller was provided a referral to a 3 bedroom unit.</p> |
| | <p>~ A Hayward resident called concerned about reporting Medicaid fraud. The caller was referred to the California Department of HealthCare Services for abuse/fraud reporting. The caller was referred to the Social Security Administration (SSA) in Hayward.</p> |
| | <p>~ A Livermore resident called in a highly emotional state. She sobbed as she informed 2-1-1 of the brutal killing of a kitten by her 18 year old grandson who appeared to have delighted in his abuse of the hapless creature. Her other grandchildren had witnessed the incident and were terrified. She was fearful of being unable to restrain her 18 year old grandson from future incidents of violent behavior. The caller was encouraged to contact LPD to report the incident and file a restraining order She was provided the LPD's non-emergency number. The caller was informed that CPS needed to be contacted as minor children had been emotionally abused by the incident and were traumatized. The caller was provided the number to the CPS hotline. 2-1-1 provided the caller with a referral to Tri-Valley Haven for crisis intervention and follow-up counseling. The caller requested and was provided a referral for landlord tenant mediation to ECHO Housing.</p> |
| | <p>~ A Newark resident called for assistance with medical needs. The caller was pregnant and needed medical tests but her Medi-Cal card had expired and the renewal was pending. The caller was referred to Highland Hospital for services.</p> |
| | <p>~ An Alameda resident, recently widowed, called for benefits assistance. Her late husband had been on SSI and she had been his IHSS care provider and with him gone she had no income. The caller had applied and was not approved for survivor benefits. The caller was 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.</p> |

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| Caller Feedback | ~ "You are so kind and have so much patience with seniors. God Bless you." |
| | ~ "Thank you for all the information you have given me. You have given me a lot of ideas on how to help my client the help he needs. You have been very helpful." |
| Staff Inservice Training Sessions | ~ AC Transit and the Center for Independent Living Train the Trainer Training |
| | ~ 2-1-1 AC Transit Staff Training |
| | ~ 2-1-1 Staff Training on I&R Best Practices |
| | ~ AHIP In-service Training |

| Resource Information And Technology Updates | |
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| Services Database | ~ Three (3) new agencies were added to the services database this month. |
| | ~ The services database contains 1,163 agencies and 2,941 programs. |
| | ~ The process of updating the Big Blue Book 2016 edition is complete. |
| | ~ Updated the flyers for the CA Free Tax Events 2016. |
| | ~ Updated the Thanksgiving meals distribution programs and the Toy Drives and Holiday Food. |
| Housing Database | ~ 240 new units were added to the housing database this month. |
| | ~ The Housing database contains 83,026 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 18,274 pageviews from 5,280 sessions/visitors. |
| Website Updates | ~ The following information was posted to Eden I&R's website in November: Locations that are offering holiday meals and a notice that the open enrollment period for ACA health insurance opened on November 1. |
| Technology | ~ Set up our clients database to begin accepting requests for Berkeley Toys for Tots. |
| | ~ Attended AC Transit Alameda County training on transportation options for seniors and those living with disabilities. |
| | ~ Transitioned the OHIP Solution and improved the MOU process for OHIP subscribers. |
| | ~ Participated in the CA 2-1-1 evaluation of the data dashboard solution 2-1-1 Counts |

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| Meetings | ~ The Executive Director participated in the Northern California VOAD meeting in Oakland. Much of the discussion surrounded the northern California fires. 2-1-1 Sonoma was integrally involved, and Alameda County 2-1-1 posted updated information on our website, especially as it related to donations (both in-kind and financial) as well as volunteerism. |
| | ~ The Executive Director and the IT Direction continued our direct conversations with outside IT representatives related to open sourcing Eden I&R's databases. |
| | ~ The Executive Director attended the Reentry Community Corrections Partnership Executive Committee meeting during which there were updates about employment, and housing services as well as continued funding for nonprofit organizations directly assisting this targeted population. |
| | ~ As a statewide Board member, and Chair of Communications, the Executive Director participated in the quarterly California Alliance of Information & Referral Services (CAIRS) board meeting. Topics included a recap of the northern California fire response and back up assistance; county specific updates; the statewide newsletter; recent statewide 2-1-1 coverage efforts; and sustainable funding ideas. |
| | ~ The Deputy Director attended the Workforce Investment Board (WIB) Executive Committee meeting. The Executive Committee discussed the necessity to adopt a new Committee System in order to comply with the changes made by the Workforce Innovation and Opportunity Act (WIOA). The structure mandated in the law has formed the basis for a planning process which will culminate in the presentation of the new committee structure to the WIB for approval. |
| Fairs/Events/and Outreach | ~ The Alameda County Board of Supervisors honored Ollie Arnold's memory again this month by presenting her family with a commendation for the work Ollie did related to disaster preparedness, response and recovery. |
| | ~ The Executive Director attended the formal opening of the South Hayward Fire House Clinic. This event was extremely well attended by elected officials, health providers, county and city workers, as well as local residents. After years of discussion about partnering healthcare with fire stations, this model cooperative venture is now a reality. The local residents will be the beneficiaries of this unique enterprise. |
| | ~ The development/marketing officer hosted a booth at the South Berkeley Senior Center Housing Fair. |
| | ~ Outreach materials were distributed to the College of Alameda and the South Hayward Neighborhood Collaborative. |