

**EDEN I & R, Inc.**

**2-1-1 Alameda County Monthly Narrative Report: February 2011**

**Noteworthy Updates**

2-1-1 Alameda County celebrated its fourth "2-1-1 Day" on 2/11/11. The celebration included a luncheon hosted by Eden I&R Board Members who recognized the hard work of the Eden I&R staff. During the past 3-1/2 years that 2-1-1 Alameda County has been providing services over 269,000 calls have been handled. In addition, Eden I&R welcomed the newest and last Bay Area County - San Mateo - to begin providing the 2-1-1 service. Now the entire Bay Area has 2-1-1 coverage!

2-1-1 Alameda County Resource Specialists handled 7,912 calls during the month of February and distributed 14,162 health, housing and human service referrals. The online services website included 23,568 unique visitors who requested 657,029 hits of information.

Since August 2009, 2-1-1 callers have been provided with the option of leaving an anonymous message regarding their experience with 2-1-1. We value and appreciate callers' input regarding the referral process and love to hear their success stories, but we also want callers to use this as a tool to express constructive criticism so 2-1-1 can continue to improve its services. The following quote is from a message left on the feedback line on February 8, 2011. "I called 2-1-1 a couple weeks ago and explained the situation about my mother... And I was given a referral by a nice [Resource Specialist] at 2-1-1, and the referral turned out to be great and we're approved for the apartment, and now I am getting more referrals to help with the deposit. 2-1-1 helped me greatly." Additional caller feedback examples are included in the call information section.

The Executive Director attended the Statewide Northern and Southern California 2-1-1 meeting held at the Federal Reserve Bank in San Francisco. This all day meeting covered numerous topics including; Disaster Preparedness, Response, and Back-up; telephony and database issues related to statewide consistencies; 2-1-1 Statewide coverage updates; and a sharing of the many successes achieved statewide in handling thousands of calls each month despite, in some cases, reduced financial support.

**Call Information**

<p>Call Examples</p>	<p>~ A woman in Alameda called to inquire about assessment for psychiatric services, Housing Authority information and where to receive personal grooming supplies. The caller was referred to Alameda County Behavioral Health Care Services for psychiatric services; to the Berkeley Housing Authority and the Housing Authority of the City of Alameda for housing authority information; and to the Telegraph Community Center for personal grooming supplies.</p>
	<p>~ A man in Fremont called to inquire about CalFresh, immigration legal services, adult day care programs, transportation and benefits assistance. The caller was given information about the CalFresh program. The caller was referred to Centro de Servicios for Immigration legal services; to the Alzheimer's Services of the East Bay and St. Peter's Community Adult Day Care Center for adult day care; to East Bay Paratransit for transportation; and to Community Resources for Independent Living and Homeless Action Center for benefits assistance.</p>
	<p>~ A woman in Hayward called to inquire about eviction assistance and rent payment assistance. The caller was referred to The Eviction Defense Center, Bay Area Legal Aid, and Centro Legal de la Raza for eviction assistance and support; and to ECHO Housing and Operation Dignity for rent payment assistance.</p>
	<p>~ A woman in Livermore called to inquire about medical care for a child who is not insured. The caller was referred to Healthy Families Program for local health insurance programs; to Axis Community Health and Alameda County medical Center for medical care; and to Alameda County Social Services Agency - Economic Benefits Department for Medicaid information.</p>
	<p>~ A woman in Oakland called to inquire about transitional shelters. The caller was referred to Ariel Outreach Mission, Images On The Rise, and Helping Hands Homes.</p>
	<p>~ A homeless youth in San Leandro called to inquire about shelters, counseling, job assistance, CalFresh, and Child Protective Services. The caller was referred to Alameda Family Services, Youth Engagement Advocacy Housing, and Covenant House California for shelter assistance; and to Family Paths, Seneca Center for Children and Families, and West Oakland Health Council for adolescent counseling. The caller was also referred to Alameda County Social Services Agency for more information about the CalFresh program, General Assistance, and for Children's Protective Services.</p>

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Call Examples	~ A man in Union City called to inquire about services for a parolee. The caller was referred to Allied Fellowship Service, Seventh Step Foundation, and Volunteers of America Bay Area, for housing and other services. The caller was also given a CalFresh eligibility pre-screen and was deemed potentially eligible; and was then referred to Alameda County Community Food Bank for further CalFresh application information.
Caller Feedback	~ "I am currently staying in a shelter. I just dialed the 2-1-1 number and I just liked to say [the Resource Specialist] helped me in such a big way with resources and places that have affordable rent. I was still in doubt today but when I made a call back, I spoke to [the Resource Specialist] and...she was so helpful. I just want to make a comment that [the Resource Specialist] is doing a great job, a very great job."
	~ "I just spoke to one of your [Resource Specialists], I had a pleasant experience, she helped me a lot, thank you."
	~ "I'd just like to leave a comment regarding a [Resource Specialist]... He was very helpful with me today providing me with different resources to the need I needed. So just want to recommend him for an outstanding job."
Staff Inservice Training Sessions	~ Prevention and Recovery In Early Psychosis In-Service Presentation
	~ California Lifeline In-Service Presentation

<b>Resource Information And Technology Updates</b>	
Services Database	~ Ten (10) new agencies were added in the services database this month.
	~ The services database contains 1,082 agencies and 2,732 programs.
	~ The process of updating the 417 Non-Directory agencies in the services database was started by requesting by mail, fax or e-mail from each agency their updated information.
	~ The updating of the City of San Leandro Pocket Guide 2011 edition in English and Spanish was completed.
Housing Database	~ The Housing database contains 74,104 total housing units.
	~ 311 new units were added to the Housing database this month.
	~ Housing Subscriptions (mail, PDF & OHIP) with the inventory of available units in Alameda County 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 public accessible websites at <a href="http://www.edenir.org">www.edenir.org</a> , <a href="http://www.211alamedacounty.org">www.211alamedacounty.org</a> , <a href="http://www.alamedaco.info">www.alamedaco.info</a> as well as through <a href="http://www.networkofcare.org/aging/resource/find.cfm">www.networkofcare.org/aging/resource/find.cfm</a> . This month 657,029 hits were received by 23,568 visitors.
Technology	~ Staff continued working with Alameda County Public Health Department on the development of a Medical and Health Resource Directory connected to Eden I&R's health and human services database. Testing of the system is nearly complete and staff are entering additional agencies and programs to the system.
	~ New call reporting software for the agency's Avaya phone system was purchased and installed. Staff are currently testing the Chronical software and preparing recommendations for its use by staff.
	~ Staff participated in a 2-1-1 California conference call to review and evaluate statements of qualification from several software vendors. These SOQs were submitted in response to an RFI by 2-1-1 California for a centralized, state-wide, services/client/call tracking system.
	~ Work continued on modifications to Eden I&R's housing database aimed at identifying and tracking housing availabilities for certain hard to house populations. This project is a collaborative effort with other non-profit organizations and is utilizing an outside consulting firm to build a publicly available web site for listing the availabilities.
	~ Staff performed routine software and hardware maintenance, updated the agency web site, and provided updated services data for the California Emerging Technology Fund (CETF) and Alameda County Area Agency on Aging (Network of Care) web sites.

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**Outreach/Public Information Activities**

Meetings	~ The Executive Director of First 5/Every Child Counts toured the agency to see first-hand the current programs (especially 2-1-1) that are serving families with children 0-5 years old.
	~ Two representatives from Alameda County Board of Supervisor member Wilma Chan's office toured the agency and discussed the numerous current programs, and possible new ways, in which Eden I&R could be of service to at-risk populations during these very difficult economic times.
	~ As Chairperson, Eden I&R's Housing Outreach Coordinator facilitated the bi-monthly Tri-Valley Housing Scholarship board meeting.
	~ The 2-1-1 Community Program Manager attended the California Emerging Technology Fund (CETF) Roundtable in Berkeley to discuss strategies to help Alameda County residents gain access, education, and tools for how to use the internet.
	~ The Housing Outreach Coordinator participated in the Vulnerable Populations Study teleconference, a study by the University of California, Berkeley, on homeless populations and disaster preparation.
	~ The Executive Director updated the Pleasanton Human Services Commission about the many ways in which their city's residents and employees have been benefitting from the 2-1-1 communication system.
	~ The Housing Outreach Coordinator is working in collaboration with the Oakland Housing Authority to do outreach to Rental Property Owners, on a monthly basis, to inform them of the opportunities with OHA and Eden I&R. Through this outreach property owners throughout the County are able to list their properties with 2-1-1.
	~ The Executive Director met with a representative from Wells Fargo Bank to discuss the ways in which 2-1-1 could help people in need of assistance to avoid foreclosures on their homes. During that meeting a check for \$5,000 from the Wells Fargo Foundation was presented to Eden I&R's 2-1-1 program that assists NUMMI-related former workers.
	~ The 2-1-1 Community Program Manager attended a teleconference regarding the CalFresh program, organized by 2-1-1 California to discuss with other 2-1-1's the challenges and best practices in connecting callers to CalFresh benefits.
	~ Staff attended the Board of Supervisor's Alameda County Budget Forum where the economic outlook, federal and state budgets and possible impacts to Alameda County were presented.
	~ A representative from the Eden Township Medical Center toured the agency and reviewed the many ways in which this ongoing funder has helped Eden I&R serve the community.
	~ The Housing Outreach Coordinator attended the Northern California Voluntary Organizations Active in Disaster (VOAD) meeting which discussed donation and volunteer management. The Coordinator also met with several local agencies to discuss forming an Alameda County VOAD.
	~ The Executive Director and several staff members had numerous meetings related to Disaster Donations Management efforts during and after a disaster. 2-1-1 will play an integral part in connecting people and businesses who have items to donate with people and organizations that need donations.
	~ The 2-1-1 Community Program Manager attended an EveryOne Home Implementation and Learning Community(ILC) meeting in Oakland to discuss ensuring Homeless Prevention and Rapid Re-Housing Program(HPRP) clients continue to receive quality service.
	~ The Executive Director met with numerous community partners, most of whom are EveryOne Home members, to discuss applying for a national grant that would assist veterans and their families. 2-1-1 would be one of the points of entry into a coordinated provider services system whose primary purpose is to keep veterans stably housed (or help them achieve affordable stable housing situations).
	~ Eden I&R housing staff met with Bonita House and the Alameda County Behavioral Health Care Services staff to discuss housing options for the mentally disabled.
~ The Executive Director met with the Eden Housing's Executive Director and other key staff members to discuss the ways in which our two organizations could continue to improve upon our cross-referrals and mutual housing expertise.	
Fairs, Events and Outreach	~ Staff hosted a booth at The Tropic's 2nd Annual Senior Health and Resource Fair in Union City to inform and remind seniors about the 2-1-1 service.
	~ 2-1-1 materials were made available at the "Help for Homeowners Community Event" held at Hayward City Hall to assist homeowners in Hayward, Fremont, Union City, San Leandro, and Unincorporated Alameda County.
	~ A press release was issued to local publications for the 2-1-1 Day celebrations, "State proclaims 2-1-1 Day, Bay Area celebrates complete 2-1-1 coverage on 2/11/11."