EDEN I & R, Inc.

2-1-1 Alameda County Monthly Narrative Report: April 2012

Noteworthy Updates
2-1-1 Alameda County Resource Specialists handled 9,437 calls during the month of April and distributed 17,650 health, housing and human service referrals. Of the unduplicated callers, 79% were female, 33% were single headed households with children, and 41% were disabled. In addition, people are also relying on the 2-1-1 online health and human services website resource directory. During the month of April the online directory received 818,359 hits from 55,630 visitors.
2-1-1 Centers across the state are participating in discussions, on a local and statewide level, about how the 24/7 multilingual phone lines can assist in both the Realignment and Healthcare Navigation processes. Since government and community based staff have been relying on 2-1-1 for several years they are more familiar with the ways in which 2-1-1 can expand its services to include such assistance as outgoing calls, eligibility assessments, enhanced data collection and analysis, and outreach to targeted populations.
The agency celebrated Volunteer Appreciation Week by thanking our numerous volunteers for their 3,772 hours of service so far this fiscal year. These men, women and young adults are truly valued by the Board, staff and clients of Eden I&R.
Eden I&R's Executive Director and Ed Schoenberger from the United Way of the Bay Area represented the Bay Area's 2-1-1 programs at Toni Fitzpatrick's memorial service in Santa Rosa. Toni was the beloved 2-1-1 Program Supervisor of the Volunteer Center's Sonoma County 2-1-1 service. She died suddenly of a brain aneurysm, and her enthusiasm, warm personality and passion will be missed by the entire 2-1-1 Bay Area partnership.

Call Information	
Call Examples	~ A senior Livermore resident called 2-1-1 and informed the 2-1-1 Phone Resource Specialist that she wanted to die. Upon further questioning, 2-1-1 determined that the caller was not suicidal and that she was voicing her frustration at having limited mobility, being unable to drive, living with various ailments and dependent on a son and daughter in-law who are not living in the same home for transport and other assistance. The caller spoke at length with 2-1-1 and eventually informed 2-1-1 that she would benefit from counseling for seniors and referrals to peer support groups. The caller was referred to The Crisis Support Services of Alameda County and to the Livermore Senior Services Center for group counseling and peer support groups.
	~ A homeless Fremont resident called 2-1-1 seeking information about assistance with housing. The caller was seeking housing assistance for himself and his pregnant spouse. The caller was referred to the Fremont Family Resource Center and to ABODE Services for rental deposit and housing assistance.
	~ A Pleasanton resident called 2-1-1 seeking information about rental assistance and food assistance. The caller was screened for HPRP, determined to be eligible for the program and referred to an HRC. 2-1-1 screened the caller for CalFresh eligibility and referred them to the Alameda County Community Food Bank. 2-1-1 also provided the caller with referrals to the Children's Emergency Council and Tri-Valley Haven Food Pantry for food assistance.
	~ An Oakland resident called 2-1-1 following an altercation with her partner, during which time the caller indicated she had been stabbed. The caller was in the process of getting away from the perpetrator and called 2-1-1 while on the street. The 2-1-1 Phone Resource Specialist immediately informed the caller that she would connect the caller to 9-1-1. The caller was fearful that if her partner found her speaking with 9-1-1 call on her phone "he would kill her". The caller informed 2-1-1 that she had been told by a passerby on the street to dial 2-1-1 instead of 9-1-1. The 2-1-1 Resource Specialist immediately dialed 9-1-1 while the caller remained on the line, and provided 9-1-1 important details: the location of the caller, a personal description and details of the caller's clothing provided by the caller. 9-1-1 responded immediately, maintaining phone contact with 2-1-1. Law Enforcement saw a staggering woman on the phone (with 2-1-1) and realized they had located the victim.
	~ A Hayward resident called 2-1-1 seeking information and assistance in locating emergency shelter. The caller indicated that she was a disabled senior citizen and was living in her car. The caller was referred to Tranquility House for transitional housing in Hayward and the City of Fremont Multi-Purpose Senior Services Program for case management services. The caller was also referred to Hayward CAN and CRIL for housing assistance.

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Call Examples	~ An Emeryville resident called seeking information on substance abuse rehabilitation programs and services for homeless veterans. The caller was referred to Options Recovery Services for substance abuse rehabilitation and to Operation Dignity for veteran services.
	~ A disabled Dublin resident called for assistance with a PG&E bill and food. The caller was referred to The Salvation Army and to PG&E's Customer Service Department for assistance with the PG&E bill. The caller was also referred to The Alameda County Community Food Bank for food.
	~ A Berkeley disabled senior couple called 2-1-1 for information on transitional housing and tenant rights for a foreclosed property eviction. The caller was provided referrals to The California Statewide Organization for Renter's Rights, BOSS, East Bay Community Law Center, and Collective Legal Services Inc.- The Eviction Defense Center for tenant rights and Alpha Omega for transitional Housing.
Caller Feedback	~ "I am so happy…I knew when I saw your 2-1-1 ad in the Tri Valley Times that you could help me."
	~ "Thank you…..for staying on the line….you saved a life."
	~ "I work as an advocate for persons living with HIV....your operator was able to give me a lot of information on resources that I did not know existed."
	~ " I am calling from Alameda County... the 211 operator was wonderful, he helped me with my client."
Staff Inservice Training Sessions	~ CalFresh In-Service Training
	~ Quality Assurance In-Service Training

Resource Information And Technology Updates	
Services Database	~ Two (2) new agencies were added in the services database this month.
	~ The services database contains 1,112 agencies and 2,862 programs.
	~ The process of updating the 465 "Non-Directory" agencies continues. So far we have updated 298 agencies.
Housing Database	~ The Housing database contains 75,295 total housing units.
	~ 489 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 www.edenir.org, www.211alamedacounty.org, www.alamedaco.info as well as through www.networkofcare.org/aging/resource/find.cfm. This month 818,359 hits were received by 55,630 visitors.
Technology	~ Staff performed routine software and hardware maintenance, updated the agency web site, and provided updated services data for the Healthy City and Alameda County Area Agency on Aging (Network of Care) web sites.
	~ Staff began preparations for upgrading our Avaya telephony software to the latest version. The new version contains enhancements to the call routing process which will improve call handling for our non-English speaking lines. Scheduled completion is June 2012.
	~ Discussions were held to maintain an online link for the Area Agency on Aging, as well as the senior organizations that they serve, to the 2-1-1 health and human services database (especially to those records directly related to their targeted populations).
	~ Staff gathered price quotes for a new server to replace older systems that are currently running our database server, accounting software, and phone system. The new server will be configured as a Virtual Server and will perform the functions currently handled by two separate servers. Scheduled completion is July 2012, if funding is available.

Outreach/Public Information Activities	
Meetings	~ The Executive Director has been attending monthly countywide meetings, as well as meeting with various County Department Heads, to discuss the various ways in which 2-1-1 could assist ex-offenders as they are released back into our community. In addition, discussions are taking place on a statewide level related to using the 24/7 services of 2-1-1 to inform and assist government workers as well as ex-offenders and their families who are in need of health, housing and/or human services.

Meetings	~ The Executive Director has been in close contact with the Contra Costa Crisis Line as they search for a new Executive Director. Our agencies work in close collaboration due to our county residents traveling, working, and living in close proximity to one another, and both agencies are managing countywide 2-1-1 phone lines.
	~ Eden I&R management staff attended numerous city council meetings this month in order to secure 2-1-1 funding for next fiscal year.
	~ The Executive Director attended the quarterly statewide meeting of the Northern and Southern 2-1-1 Collaboratives. Statewide issues were discussed including: how 2-1-1 centers can assist in Realignment and Healthcare Navigation issues; standardized database and telephony updates; funding sustainability discussions; and best practices sharing.
	~ The Executive Director joined with US Representative Barbara Lee, Oakland Mayor Quan, Fremont Mayor Morrison, United Way of the Bay Area's CEO Anne Wilson, representatives from the IRS, and numerous government and nonprofit organizations to celebrate the ongoing success of the Earned Income Tax Credit (EITC) program. EITC has been using 2-1-1 as an entry point to the VITA sites that assist the "working poor" in receiving their full tax returns. Millions of dollars are returned each year to these families as well as to the community-at-large.
	~ Agency management staff conducted a "quality assurance" meeting during which various factors were analyzed including: call abandonment rates, follow up calls, customer service trainings, and additional evaluation processes.
	~ The Executive Director met with the Director of Alameda County's Housing and Community Development Department to update her on the various ways in which 2-1-1 could further assist individuals and families seeking emergency shelter, transitional housing and/or permanent affordable housing.
	~ The Executive Director spoke with Lori Jones, the Director of Alameda County Social Services Agency, about Eden I&R's current countywide services and possibilities for enhanced services and programs next fiscal year.
	~ The Executive Director and the 2-1-1 Program Manager attended the Oakland PATH meeting during which Susan Shelton, and other Oakland City Staff, outlined the many successes of the FY2012 PATH program. The FY2013 contractual process was also discussed.
	~ The Executive Director met with Lorne Needle, the United Way of the Bay Area's Chief Community Investment Officer, in order to discuss the variety of ways in which our two organizations can enhance the ways in which we partner together to benefit those most vulnerable in our communities. One of the UWBA's primary goals is to eliminate poverty in this region. The 2-1-1 Centers are integral components of assisting those in need in accessing critical resources 24/7 and in multiple languages.
	~ Several members of Eden I&R's management staff attended the EveryOne Home Community Meeting held in San Leandro. This was a very lively and informative meeting that reviewed the many successes, as well as a few difficult challenges, in ending homelessness in Alameda County. A comprehensive progress report titled "Measuring Progress - Achieving Outcomes" can be accessed via the EveryOne Home website at www.everyonehome.org.
	~ The Development/Marketing Officer represented the agency at the South Hayward Neighborhood Collaborative meeting, provided information about 2-1-1 to the partner agencies, and networked with agency representatives. We are exploring opportunities for participation in the Promise Neighborhood grant program.
Fairs/Events/ and Outreach	~ The Development/Marketing Officer distributed 2-1-1 Outreach materials at the Chabot College Spring Job Fair which was attended by students and others in the community who were seeking employment and related resources.
	~ The Development/Marketing Officer distributed 2-1-1 outreach materials at the Albany Senior Center Resource Fair.
	~ The Development/Marketing Officer distributed 2-1-1 outreach materials at the 14th Annual Community Job Fair hosted by the College of Alameda One-Stop Career Center.
	~ The Development/Marketing Officer distributed 2-1-1 outreach materials at the North Berkeley Senior Center Health Fair.
	~ The Roving Housing Resource Supervisor attended a neighborhood disaster drill and provided information about 2-1-1 to a group of Communities of Oakland Respond to Emergencies (CORE) volunteers. About 40 people attended including the Oakland Fire Department and Mayor Jean Quan.

Fairs/Events/ and Outreach	~ The Housing Outreach Coordinator participated in an in-service for nursing students at Cal State University East Bay.
	~ The Housing Outreach Coordinator distributed 2-1-1 outreach materials at the American Red Cross' Save A Life Saturday in Oakland.
	~ The Development/Marketing Officer distributed 2-1-1 outreach materials to students, faculty, and staff at Peralta College's Wellness Fair at Laney College in Oakland. Laney College has many students with minimal or no health care and this Fair was planned to offer resources and information.
	~ The Housing Outreach Coordinator participated in an Alameda County DA's Office Victims Rights Week event at Castro Valley Library.
	~ The Housing Outreach Coordinator participated in Alameda County Workforce Investment Board's enrollment event for former Solyndra employees.
	~ The Development/Marketing Officer distributed 2-1-1 outreach materials at Chabot College Student Health & Wellness Center's Sexual Violence Awareness/Denim Day event. Outreach materials were requested by other organizations attending the event, including the Hayward Police Department, Chabot College Public Safety, and Chabot Health and Wellness Center.
	~ The Housing Outreach Coordinator participated in the Housing-CLARA workshop in San Francisco.
	~ Staff participated in a Community Emergency Response Training at Hayward City Hall.
	~ The Development/Marketing Officer distributed 2-1-1 outreach materials at the City of Oakland Head Start Week of the Young Child Celebration at Lake Merritt. Community resources and information were made available to families with young children.
	~ The Development/Marketing Officer distributed 2-1-1 outreach materials at the Sobrante Park Time Banking Health Fair in Oakland. This annual fair is planned by Sobrante Park residents with the premise that residents of their community can best help each other.
	~ The Housing Outreach Coordinator distributed 2-1-1 outreach materials at the Alameda County VOAD meeting in Dublin.
	~ The Housing Outreach Coordinator distributed 2-1-1 outreach materials at an American Red Cross Preparedness Class for Pilot Freight Services at the Hayward Airport.
	~ The Housing Outreach Coordinator provided resources to former Solyndra employees at a Workforce Investment Board job fair.
	~ The Housing Outreach Coordinator conducted a Housing Workshop for AIDS Project of the East Bay and also distributed 2-1-1 outreach material.
	~ During the week of April 16-20, Eden I&R celebrated Volunteer Appreciation Week with a series of three events: a bagel breakfast, an ice cream social, and a barbecue. Volunteers were given gifts and certificates in recognition of their important services to our agency.
	~ 2-1-1 Outreach materials were distributed to Pleasanton Senior Center, Alameda County Commission on Aging, Healthy Relationships California, Access Behavioral Health, and St. Vincent de Paul.