

EDEN I & R, Inc.

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

Noteworthy Updates

As we complete the end of the third quarter of the year, we are pleased to report that we have assisted 84,613 callers. Those callers received over 161,700 health, housing and human service referrals. During the month of March, Resource Specialists handled 9,222 calls. Of the unduplicated callers, 79% were female, 34% were single headed households with children, and 43% 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 March the online directory received 790,403 hits from 56,629 visitors.

The value of the Alameda County 2-1-1 communication system to increase the effectiveness of the entire health and human services system was successfully demonstrated this month as 2-1-1 continued to provide the easy point of entry access and assessment for numerous specific benefit programs such as HPRP, CalFresh (Food Stamps), Earned Income Tax Credit and NUMMI displaced worker services. 2-1-1 provides these enhanced services, while continuing to maintain its core service of 24/7 information and referral, twice daily calls for shelter bed availability and maintenance of the Health, Housing and Human Services databases. Continued financial support for the core 2-1-1 service is vital for its sustained ability to add these enhanced services and bring significant and timely benefits to the community. As the cities and county continue their very difficult processes of developing their budgets for next fiscal year it is imperative that the fair and equitable funding investment for 2-1-1 is maintained.

The Executive Director has been directly participating in countywide, regional and statewide meetings related to the Criminal Justice realignment activities whereby offenders are being moved from State to county jail facilities. The impact of these additional offenders, especially once they are released, is already affecting local health, housing and human service providers. 2-1-1 Centers, especially in Alameda County, are providing information about Best Practices in relation to efficient and effective provision of comprehensive services for clients in need of help from multiple service organizations.

Eden I&R was approached by the Alameda County Public Health Department to participate in this year's Operation Independence disaster preparedness event at the Oakland Coliseum. Eden I&R will participate in meetings leading up to the event as well as having three people stationed at the Coliseum on Operation Independence day.

Call Information

Call Examples

~ An Oakland resident called 2-1-1 seeking information regarding rental assistance programs, utility bill assistance, home weatherization, paying a traffic ticket, and dental work. The caller was provided referrals to Hill View Baptist Church and The Society of St. Vincent De Paul for assistance with the utility bill and rent. The caller was referred to the PG&E Weatherization Program to help weather proof their home and for assistance in replacing an old, energy-consuming refrigerator. The caller was referred to The Society of St. Vincent De Paul's Homeless Court Program in Oakland for assistance with a traffic ticket. For dental assistance, the caller was referred to the Native American Health Center and Lifelong Medical Care in Oakland.

~ An Albany resident called seeking information for potential suicidal ideology, and escaping a domestic violence situation. The caller was referred to the Alameda County Crisis Support Hotline for suicidal ideology as well as the Building Futures with Women and Children Domestic Violence Hotline for emotional support, counseling and assistance with shelter.

~ An Alameda resident called inquiring about rental, utility bill and food assistance. The caller was referred to Project EASE for help with her Alameda Power & Telecom bill. The caller did an HPRP intake pre-screening for Alameda and qualified for assistance from HPRP, for which she was provided a referral. The caller also completed a CalFresh screening and was referred for food stamps. In addition, the caller was provided referrals to the Alameda County Community Food Bank and pantries for assistance with food.

~ A Hayward resident called seeking assistance with fair employment and equal employment opportunity. The caller was referred to The California State Department of Fair Employment and Housing and to The United States Government Equal Employment Opportunity Commission.

~ A Livermore resident called to inquire about assistance with rent and drug treatment services. The caller was referred to the HPRP Program in East County for rental assistance and to Alameda County Behavioral Health Services for drug abuse services.

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Call Examples	~ A Berkeley resident called seeking information for rental deposit and moving assistance, home delivered meals, resources for cancer patients, utility bills and food. The caller was referred to Season of Sharing for deposit assistance, and to HEAP and REACH to enroll in the Medical Baseline Program through PG&E. The caller was provided referrals to the Community Energy Services Corporation Home Safety and Repair Program and The Alameda County Community Development Agency Fix Your Home Construction Program to replace the bathtub in her current home with a shower stall that can accommodate a chair which the caller will require following surgery. The caller was provided referrals to Project Open Hand for home delivered meals and The Women's Cancer Resource Center in Oakland for additional support services. The caller was referred to Hill View Baptist Church and The Society for St. Vincent de Paul for financial assistance. The caller was also provided referrals for free and low cost internet and computers.
	~ A San Leandro resident called seeking information regarding rental deposit and moving assistance, help with transportation, food and dental care. The caller is wheel chair bound due to a medical condition and was referred to The City of San Leandro FLEX Shuttle East Bay Transit for access to transportation. The caller did an HPRP screening and was referred to the Mid-County HRC for deposit assistance. The caller was provided referrals to All Saints Church and The Davis Street Family Resource Center, CalFresh and The Alameda County Community Food Bank for assistance with food. The caller was also referred to The Davis Street Family Resource Center, and the Tiburcio Vasquez Health Center Dental Clinic for dental care.
	~ A Fremont resident called for assistance with prenatal care and medical services for child birth. The caller was past her due date by two weeks and waiting for Medi-Cal approval and services. The caller was referred to the Fremont Family Resource Center, the Tri-City Health Center and to Highland Hospital.
Caller Feedback	~ "My friend had problems with his housing....your operator was very nice, very helpful and very quick, and gave me the resources I asked for."
	~ "I just got off the phone with your service at 2-1-1 and I was very satisfied.....I got very good information ...your operator was very helpful, and took the time to listen.....was patient and understanding."
	~ "This is my first time calling 2-1-1....I needed help locating affordable housing and I am in a crisis. Your employee was extremely positive, professional and polite, very friendly, great attitude and extremely knowledgeable about resources, making sure that I met the eligibility criteria so resources will be available to a person like myself and had a great attitude which made the process a lot easier for me."
	~ "I am calling because this is the program I needed to help me. The 2-1-1 person that answered the phone was the right person at the right time. She really helped me out. I was stressed. I did not know what to do. I got the right person to help me out."
Staff Inservice Training Sessions	~ Intake Process In-Service Presentation
	~ Incident Command Disaster Preparedness In-Service Presentation

Resource Information And Technology Updates	
Services Database	~ Seven (7) new agencies were added in the services database this month.
	~ The services database contains 1,117 agencies and 2,856 programs.
	~ The process of updating the 470 "Non-Directory" agencies continues, so far 244 agencies have been updated.
Housing Database	~ The Housing database contains 75,048 total housing units.
	~ 496 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 790,403 hits were received by 56,629 visitors.
Technology	~ Staff is working with a volunteer who is a web traffic consultant about how to maximize our agency visibility on the internet.

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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 participated in an AIRS teleconference to begin the process of developing a standardized set of technical terms related to call reporting. This was a preliminary meeting with additional teleconference to be held on a regular basis.
	~ A list of Housing Authorities, located in California, indicating the status of Section 8 housing lists for each was added to the Eden I&R Intranet site. The list can be quickly searched and/or sorted to find Housing Authorities with open Section 8 wait lists.
	~ Search features were added to the 2-1-1 Client Database to allow managers to more quickly locate specific call records based on the type of call or content.
	~ Staff added improved operator call reporting functionality to the 2-1-1 Client Database.
	~ 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.

Outreach/Public Information Activities

Meetings	~ The Executive Director and other key Eden I&R staff began the process of contacting Alameda County cities regarding FY2013 funding. This month presentations were made at the Pleasanton and Livermore Human Service Commission meetings and the Dublin City Council Budget meeting.
	~ The 2-1-1 Program Manager attended the Dual Eligible Pilot Project meeting which discussed the possibility of Alameda County being one of the demonstration counties for this project.
	~ The Housing Outreach Coordinator attended the Women's Initiative Open House and distributed 2-1-1 information and materials.
	~ Staff attended the Medi-Cal Administrative Activities (MAA) Training sessions in order to insure that 2-1-1 appropriately and accurately participates in this program.
	~ The Executive Director and the Director of Information Technology met with the Oakland Police Department to continue deliberations relative to a new, customized countywide police crisis information resource guide. 2-1-1 would be prominently featured in this guide.
	~ 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 Deputy Director attended the NUMMI Regional Plant Closure Team meeting and gave a presentation on the types of support services information which has been provided by 2-1-1 to NUMMI Displaced workers.
	~ The Housing Outreach Coordinator attended the East Bay Rental Housing Association (EBRHA) mixer to do outreach to Rental Property Owners and inform them of the opportunities with EBRHA and 2-1-1.
	~ The Executive Director and Deputy Director participated in statewide webinars convened by 2-1-1 California to discuss changes projected related to healthcare and 2-1-1's participation in the Health Benefits Exchange Assisters Program.
	~ The Housing Outreach Coordinator attended the East Bay Housing Organization's (EBHO) 3rd Annual Planning for Success Seminar and continued to participate in Affordable Housing Week planning activities with the Oakland Housing Authority and EBHO.
	~ The Housing Outreach Coordinator participated in the Alameda County VOAD Executive Committee meeting to plan for the upcoming General Meeting.
	~ The Executive Director attended the monthly Bay Area 2-1-1 Partnership meeting. There were discussions about marketing efforts, the EITC program, regional projects, and statewide 2-1-1 California efforts.
	~ As a statewide Board member, the Executive Director participated in the quarterly California Alliance of Information and Referral Services (CAIRS) quarterly Board conference call. Much of the meeting focused on updates related to statewide database and phone upgrades as well as preparation for the statewide CAIRS conference to be held in Southern California this year.

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Fairs/Events/ and Outreach	~ Outreach materials were sent to the following organizations: St. Paul AME Church, Alameda County Social Services Agency, Alameda County Community Food Bank, and Cal State East Bay Nursing Department.
	~ Staff distributed outreach materials at the Greater St. Paul Baptist Church Senior Center Information Fair in Oakland.
	~ The Housing Outreach Coordinator distributed volunteer opportunity information at the Volunteer Resource Fair For Oakland.
	~ The 2-1-1 Programs Manager and Housing Outreach Coordinator distributed outreach information to displaced workers from NUMMI and the Chronicle at Chabot College in Hayward.
	~ The Executive Director, as the statewide Public Relations chair, produced the latest quarterly CAIRS Newsletter. This edition focused on the SF Bay Area's regional summit, the California Health Benefit Exchange, the Yolo County 2-1-1 launch, and the upcoming national and statewide I&R conferences.
	~ The Development/Marketing Officer distributed outreach information at the Tropics Mobile Home Park Senior Health and Resource Fair in Union City.
	~ The 2-1-1 Programs Manager distributed outreach information to families that have transition age students with developmental disabilities at The Alameda County Developmental Disabilities Council's Transition Information Faire at the College of Alameda.
	~ The Development/Marketing Officer made a presentation to the Retired Public Employees Association in Hayward.
	~ The Housing Outreach Coordinator participated in and distributed 2-1-1 information at the American Red Cross' Disaster Preparedness Class in Newark.
	~ The Development/Marketing Officer made a presentation to the Hayward City Clerk's office staff about Eden I&R and 2-1-1.
	~ The Housing Outreach Coordinator conducted an Affordable Housing Workshop for the Center for Independent Living in Oakland.
	~ The Development/Marketing Officer distributed outreach information at Alameda Medical Center's Social Work Department Resource Fair at Highland Hospital in Oakland.
	~ The Housing Outreach Coordinator distributed 2-1-1 outreach information at the Hayward Police Department's Community Academy and Neighborhood Watch programs.
	~ The Development/Marketing Officer attended the Oakland Chamber of Commerce's Procurement Fair and attended a seminar on maximizing use of social media.
	~ Staff and board members sold tickets and attended Eden United Church of Christ's Performing Arts Series Concert to benefit Eden I&R. Over \$700 was raised for Eden I&R.
	~ Eden I&R's Facebook Page now has 81 "Likes".
~ The Development/Marketing Officer distributed outreach information at the Pleasanton Senior Center's Transit Fair.	