

EDEN I & R, Inc.

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

Noteworthy Updates

During the month of November, 8,892 calls were handled by 2-1-1 Resource Specialists and 15,421 health, housing and human service referrals were distributed. Of the unduplicated callers, 81% were female, 37% were single-headed households with minor children, and 41% were disabled. The call examples below show the breadth and depth of calls handled. Additional people are also relying on Eden I&R's online health and human service resource directory; in November it received 103,644 hits from 11,429 visitors.

On November 16, Eden I&R staff celebrated National I&R Day. Professional Information and Referral providers rarely get recognized for the critical role they play in assessing and referring people with multiple needs to the appropriate available resources. Eden I&R recognized its own efforts by having a wonderful potluck luncheon where staff and volunteers were thanked and appreciated for their 24/7 dedication to helping those most in need throughout the year.

Eden I&R's Executive Director, Barbara Bernstein, spent the last two weeks of the month in her hometown of Long Beach, New York which was devastated by Hurricane Sandy. She and her mother spent countless hours at the Disaster Recovery Center working with informed and considerate FEMA representatives who helped with the paperwork necessary for people who did not have flood insurance receive some financial assistance. In addition, Barbara's mom's house had no electricity or heat and they were the recipients one day of a warm and delicious lunch from the side of a Red Cross truck that happened to be on their street. When you are cold, hungry and depressed, there's nothing like a warm, nutritious meal served by caring people. Bottom line is that it will take months, if not years, for Long Beach and cities like it to come back from this disaster. Homes and jobs were lost but the resolve and commitment by the community is as strong as ever.

The agency's Housing Outreach Coordinator, Ollie Arnold, was deployed to West Virginia mid-month with American Red Cross to help with Hurricane Sandy relief efforts. For over a week, she worked to fill gaps in services for individuals, shelters, and feeding centers.

Call Information

Call Examples

~ A single, female Pleasanton resident, who is a senior citizen, called seeking information on legal assistance. The caller stated that her caregiver had emptied out her bank account and left her penniless. The caller was referred to Centro Legal de la Raza and the Alameda County Bar Association's Lawyer Referral Service as well as Legal Assistance for Seniors. The caller was pre-screened for CalFresh and referred to CalFresh benefits.

~ An Oakland resident who is part of the re-entry population called 2-1-1 seeking referrals in Hayward for substance abuse assistance for homeless males with medical issues and no form of identification. The caller was referred to the Healthy Oakland Urban Male Health Center, Phatt Chance Community Services, Tranquility House in Hayward, and for immediate shelter to Berkeley Food & Housing Project and to Bay Area Rescue Mission.

~ A single, pregnant, homeless Hayward youth who aged out of the foster care system called for assistance with shelter, food and general support. The caller was referred to Covenant House and YEAH youth shelters, Berkeley Food & Housing Project, and was also given Pivotal Point Youth Services for case management. The caller was also provided details on Alameda County's CHASS Program (General Assistance).

~ A single parent residing in Livermore with an SSI case pending for mental disability, living with two adult children and one minor teenager on Section 8, called for rental listings that will accept a Section 8 voucher. The caller was referred to eight rental listings and provided details on each listing such as the rent amount, deposit needed, listing features (garbage, electricity and water included or not included), proximity to transportation and shops, etc. The caller was very low-income with limited resources. The caller was pre-screened for the CalFresh Program and referred to the program so that the family can have access to better nutrition.

~ A breast cancer patient in Albany called seeking assistance to pay a water bill as well as other temporary financial assistance. The caller was referred to Hillview Baptist Church and Women's Cancer Resource Center of Oakland for temporary financial assistance. She was also referred to St. Vincent de Paul of Alameda County for assistance with her water bill as she was not eligible for assistance from Season of Sharing.

EDEN I & R, Inc.

Call Examples	~ A single parent in Fremont with two adult children and one minor child called for assistance with rent and an eviction notice. The caller was referred to Season of Sharing and Operation Dignity for assistance with rent. The caller was also referred to The Eviction Defense Center, City of Fremont Housing Division, Centro Legal de la Raza, and Bay Area Legal Aid for tenant rights counseling, as well as the Fremont Family Resource Center for further referrals.
	~ A victim of domestic violence in Berkeley called for assistance with shelter and housing for herself and her 3-year-old child. The caller was referred to the Family Emergency Shelter Coalition, the Women's daytime Drop-in Center, Building Opportunities for Self Sufficiency, and Building Futures for Women and Children.
	~ A San Leandro resident, who is a single mentally disabled male, called for information on job training and anger management. The caller was referred to Terra Firma, Second Chance, and Allen Temple Baptist Church for anger management. He was also provided referrals to Goodwill Job Placement Center and to St. Vincent de Paul's Champion Workforce program for job training and placement.
	~ An 18-year-old mother, living at home with her parents and her baby in Dublin and receiving CalWorks, called for rental listings for herself, her baby and her child's father, who is employed part-time. The caller was provided four listings of apartments renting for \$800/month.
	~ A disabled parent of a 7-year-old living in Castro Valley who was about to lose her only income of state disability called for information on resources. The caller was referred to Medi-Cal and Healthy Families for health care, CalWorks for financial assistance, CalFresh for food, as well as the HEAP and REACH programs for utility assistance.
Caller Feedback	~ "I have lived in Oakland for 87 years and I have just talked with one of your representatives and he was very fine. He absolutely helped me so much and I will call you back if I get through all these problems...I have been terribly ill all night... your employee was exceptional and looked up numbers for me that honestly I need... if I get through all this I am going to contact you and give your employee an even more wonderful recommendation...he has just been excellent."
	~ "I just want to thank your staff. The person that helped me was very responsible... and she was comforting. She helped me with a lot of answers to questions I had."
	~ "The person who helped me did a very excellent job. I just want to thank you for helping all the people that you do... and to keep up the good work because we need you out here in the Bay Area and in all the communities. 2-1-1 is a blessing."
	~ "I just want to thank everyone at 2-1-1 for helping me find a place to live in Alameda, and helping me sign up for things for my baby for Christmas."
Staff Inservice Training Sessions	~ Homeless Action Center In-Service Presentation.
	~ Legal Assistance for Seniors In-Service Presentation.
	~ 2-1-1 Staff Training and Mid-Year 2-1-1 Performance Review.
Resource Information And Technology Updates	
Services Database	~ Five agencies were added to the services database this month.
	~ The services database contains 1,105 agencies and 2,838 programs.
	~ The process of updating the 599 agencies contained in the "Big Blue Book" directory was completed.
	~ Information Management participated in the Alameda County Disaster Drill.
Housing Database	~ The housing database contains 77,558 total housing units.
	~ 1,008 new units were added to the housing database this month.
	~ Housing subscriptions (mail, PDF and OHIP) with the inventory of available units in Alameda County were sent to community-based organizations in Alameda and San Francisco counties.
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 and www.211alamedacounty.org , and www.alamedaco.info . This month the Online Services Directory received 103,644 hits from 11,429 visitors.
Technology	~ Staff performed routine software and hardware maintenance, updated the agency website, and provided updated services data for the Online Service Directory.
	~ The migration of the agency's domain controller, accounting server, file server, phone/voicemail server and FileMaker database server have been completed. The new virtual server housing all of these systems has been moved to location in the 2-1-1 building.
	~ Staff continued to work with a volunteer from California State University East Bay to update and add new functionality to the agency's website at www.edenir.org . The new site is in the final testing phase and will go live in late December.

EDEN I & R, Inc.

Outreach/Public Information Activities

Meetings

- ~ The Executive Director hosted an agency tour with a representative from the Walter & Elise Haas Fund to update the Fund's staff and Board about the many ways in which Eden I&R's programs have grown, thanks to the ongoing support of this Haas family fund. Over a decade ago, the Walter & Elise Haas Fund gave Eden I&R a \$200,000 multi-year grant to develop 2-1-1 for Alameda County. Eden I&R will forever be indebted to this funder for its vision, trust and loyalty to the agency's mission and services.
- ~ The Executive Director has spent a considerable amount of time this month working at a statewide level with 2-1-1 California to redefine and strengthen the network's role in representing and supporting 2-1-1 centers throughout the state. In addition, progress has been made in creating new statewide projects that may directly involve and serve Alameda County's low-income, at-risk population.
- ~ The Executive Director met with Youth Alive's Executive Director in Oakland in order to see firsthand the variety of services that are provided to at-risk youth, and to start exploring ways in which the two organizations might work more closely together in the future.
- ~ Eden I&R staff continued to have meetings related to the agency's increased efforts to assist Medi-Cal and potential Medi-Cal clients receive health care for themselves and their families.
- ~ Eden I&R staff participated in a statewide webinar on creating a 2-1-1 App that would direct people in need of services to their local 2-1-1 centers.
- ~ Management staff participated in a statewide webinar with Healthy City in order to review and discuss the ways in which the mapping of data could help people in need, as well as their advocates, find resources and/or recognize gaps in services.
- ~ The Executive Director met with the Oakland Department of Human Services Director to discuss additional ways in which Eden I&R's services and products might be helpful to this department's staff and clients.
- ~ Eden I&R staff continued to attend the numerous re-entry related meetings in order to stay abreast of the ways in which re-entry clients function once they are released back into the community; the myriad needs this population has and the resources available to them; and exploring the ways in which Eden I&R could be of assistance.
- ~ The 2-1-1 Program Manager attended the Oakland Municipal ID Debit Card Meeting held by SF Global, LLC. Attendees were updated on program implementation and ways in which organizations can participate to get the word out and/or pre-register their members for this program.
- ~ The 2-1-1 Program Manager attended the Re-entry Executive Committee Meeting on behalf of Eden I&R's Executive Director, who was on the east coast assisting with the Hurricane Sandy recovery efforts. This meeting provided details on changes to the existing databases used by CCP and also on an upcoming Request For Proposals for community agencies to provide support services for the re-entry population.
- ~ The Housing Outreach Coordinator attended the Children in Disaster Meeting to discuss the challenges and gaps in service for providers, parents and children during a disaster.
- ~ The Housing Outreach Coordinator participated in the Public Health discussion of creating a countywide registry for the disabled and frail elderly.
- ~ The Housing Outreach Coordinator attended a meeting to discuss the City of Pleasanton's Housing Element focusing on shelter and transitional housing.
- ~ The Housing Outreach Coordinator facilitated the monthly Tri-Valley Housing Scholarship board meeting as its chairperson.
- ~ The Housing Outreach Coordinator, who is Vice Chair of the Alameda County VOAD, helped facilitate the general meeting which was attended by several new agencies.
- ~ The Housing Outreach Coordinator led an In-Service at St. Vincent DePaul for parents.
- ~ The Housing Outreach Coordinator was stationed at Oakland EOC because of Occupy Oakland Protests.
- ~ The Housing Outreach Coordinator facilitated an American Red Cross preparedness class for Community Integrated Work Program and explained the role of 2-1-1 in a disaster.

EDEN I & R, Inc.

Fairs/Events/ and Outreach	<p>~ Agency staff participated in the 2012 Medical/Health Statewide Earthquake/Power Outage Functional Exercise facilitated by the Alameda County Health Care Department. Eden I&R's Executive Director was stationed at the County's Emergency Operations Center in Dublin and she provided Eden I&R staff with updated drill information as it became available. In addition, pre-written questions were submitted to the County Drill Controller so that Eden I&R staff could practice disaster-related calls. The After-Action Meetings at the County and organizational levels were very helpful in reviewing the successes and challenges in exchanging, recording, and distributing information to the public during and after a disaster.</p>
	<p>~ As the California Alliance of Information and Referral Services (CAIRS) Public Relations Board Chair, Eden I&R's Executive Director facilitated and edited the Fall edition of the CAIRS Newsletter which is sent electronically to I&R/I&A agencies throughout the state.</p>
	<p>~ Housing Outreach staff attended the City of Oakland's Housing & Community Development Housing Resource Fair to provide housing information and resources to homeowners and tenants.</p>
	<p>~ The Veterans Housing Resource Specialist participated in Alameda County's 2nd Veterans Recognition Event and provided materials and resources about Eden I&R and 2-1-1 to veterans. The County Board of Supervisors recognized Eden I&R and all participating agencies with a commendation of the agency's services to veterans.</p>
	<p>~ The Housing Outreach Coordinator attended the tabletop exercise designed for Emergency Volunteer Managers from Alameda County and its cities. One of the lessons learned was the transition from physical Emergency Volunteer Centers (EVCs) to 2-1-1 call centers should be seamless with the proper communication.</p>
	<p>~ All of Eden I&R staff, including the 2-1-1 phone staff, was able to participate in the Great Shake through three tabletop exercises.</p>
	<p>~ Housing Subscriptions (mail, PDF & OHIP) were sent to community-based organizations in Alameda and San Francisco counties.</p>
	<p>~ The Housing Outreach Coordinator facilitated a Housing Workshop for Center for Independent Living in its Fruitvale office, speaking to a group of bilingual and monolingual Spanish speakers.</p>
	<p>~ The Housing Outreach Coordinator attended the Kaiser Permanente Disaster Preparedness fair for its employees. 2-1-1 material was given to all participants.</p>
	<p>~ The Housing Outreach Coordinator attended the 6th Annual East Bay Rental Housing Association Tradeshow. She was able to meet with new and current landlords as well as new and current industry partners.</p>
	<p>~ Eden I&R had a CPR and First Aid Training to renew certifications of its staff.</p>
	<p>~ The Housing Outreach Coordinator facilitated an In-Service for the CSUEB Nursing class and explained the importance of 2-1-1 in assisting their clients.</p>
	<p>~ The Housing staff attended the 3rd Annual Rental Housing Association of the Southern Alameda County Tabletop Tradeshow. After the event, 13 lunchboxes were left and the Housing Outreach Coordinator facilitated a donation to an emergency shelter whose residents enjoyed the fresh gourmet lunch.</p>
	<p>~ The Housing Outreach Coordinator and the Deputy Director attended the Alameda County Emergency Volunteer Center Drill and Exercise to represent the agency/2-1-1's role when EVC's are up and running as well as when it's time to close them down. Both staff participated in the Alameda County Volunteer Workgroup meeting the following day to discuss the success of the drill and training.</p>
	<p>~ The Housing Outreach Coordinator is working in collaboration with the East Bay Rental Housing Association (EBRHA) to conduct outreach to rental property owners and inform them of the opportunities with EBRHA and Eden I&R.</p>
	<p>~ The Housing Outreach Coordinator is working in collaboration with the American Red Cross to develop a curriculum for rental property owners to prepare their properties and tenants for disaster-related scenarios.</p>
<p>~ The Housing Outreach Coordinator is working in collaboration with the Oakland Housing Authority (OHA) to conduct monthly outreach to rental property owners to inform them of the opportunities with OHA and Eden I&R. Through these efforts, property owners throughout Alameda County are able to list their properties with Eden I&R at no cost.</p>	