

EDEN I & R, Inc.

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

Noteworthy Updates

During the month of September, 8,636 calls were handled by 2-1-1 Resource Specialists and 15,476 health, housing and human service referrals were distributed. Of the unduplicated callers, 80% were female, 35% were single headed households with minor children, and 40% were disabled. The call examples below show the breath and depth of calls handled. Additional people are also relying on Eden I&R's online health and human services resource directory since this month it received 99,022 hits from 13,305 visitors.

Eden I&R's Executive Director and 2-1-1 Manager actively participated in the annual 2-1-1 California Summit that was held in Berkeley this month. 2-1-1 representatives from throughout California came prepared to discuss the ways in which 2-1-1 grew (technologically; by the number of counties served; and by the number of people assisted), and the many challenges that lie ahead this year (i.e., keeping abreast of and involved in healthcare reform changes, the criminal justice system's realignment, and the ever-changing ways in which people want to access information).

Call Information

Call Examples

~ A Dublin resident who is a mother to five children all under age 10, one of whom is disabled, called for information on homeless shelters and for contact information for 2-1-1 in Sonoma County. The caller was provided referrals for Henry Robinson Multi-Service Center, Berkeley Food & Housing and Bay Area Rescue Mission for emergency shelter, as well as to Helping Hands Homes and Alpha Omega for transitional housing. The caller was also provided 2-1-1 information in Sonoma County. The caller called back later in September for information on deposit assistance and free furniture in order to move in to a rental unit. The caller was referred to Season of Sharing, Operation Dignity and Catholic Charities for assistance with rental deposit, and for furniture to Full Gospel Ministries and the Society of St. Vincent de Paul.

~ A single mother living with her son and extended family in Alameda called seeking assistance with overdue utility bills. There were four people in the household, one with mental disabilities. The caller was referred to Project Ease through Alameda Municipal Power and Relief for Energy Assistance Through Community Help (REACH) through The Salvation Army. The caller called 2-1-1 a second time in September for information on rental assistance and was referred to Season of Sharing and Catholic Charities.

~ A Berkeley resident with mental disability and substance abuse issues called seeking information on utility and rental assistance, emergency food and clothing. The caller was on SSI and had Section 8. The caller was referred to Season of Sharing and Operation Dignity for rental assistance, and to REACH, Home Energy Assistance Program (HEAP), and Season of Sharing for assistance with utilities. The caller was also referred to The Swar Sangam Association, Word Assembly Baptist Church, the Telegraph Community Center and to the Society of St. Vincent de Paul for clothing, and for emergency food to Berkeley Food Pantry, Berkeley Food & Housing Project, Telegraph Community Center, Mount Zion Church, and the Alameda County Food Bank.

~ An unemployed Albany resident called seeking information on rent and utility payment assistance, and emergency food. The caller was sharing an apartment with a roommate who was also unemployed. Due to the fact that there are no children, seniors or disabilities present in the household, the caller was not eligible for the existing rental assistance programs. The caller was referred to REACH for utility assistance and for emergency food to Berkeley Food Pantry and The Swar Sangam Association.

~ A pregnant, homeless young Castro Valley resident with no income other than WIC benefits, called for information on transitional housing, income support, and food. The caller was provided information on transitional housing programs and referred to CalWorks for financial assistance so that she can pay for transitional housing. The caller was prescreened for CalFresh, found eligible and referred to Alameda County Social Services.

~ A single unemployed parent with two children residing in Fremont called for information regarding foreclosure, home owner rights and help with rental deposit to move to a rental unit within 30 days. The caller was referred to the City of Fremont Housing and Redevelopment for tenant counseling and information on the foreclosure process. The caller was also provided a rental listing for Stanton Acres Apartments in Castro Valley, and Season of Sharing for deposit assistance.

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Call Examples	~ A senior residing in Hayward called seeking information on assistance replacing light bulbs in the home, as the caller is too frail to replace them on her own. The caller was referred to CRIL for personal attendant referrals as well as to the Area Agency on Aging for additional referrals.
	~ A homeless Newark resident called seeking assistance with shelter and food for herself and her teen daughter who is mentally disabled. The caller and her daughter both receive SSI. The caller was referred to Tri-Valley Haven and Berkeley Food & Housing for shelter, and Shepherd's Gate for Transitional Housing.
	~ A retired senior in Oakland called for employment resources for retired seniors. The caller was referred to the Downtown and East Oakland Senior Centers, ASSETS Senior Employment Program, City of Oakland, Sparkpoint, Goodwill Job Placement Center and the East Bay Works One Stop Career Center.
	~ A Pleasanton resident called seeking information on housing as he was being evicted by his parents. The caller had no income or benefits, and did not want information on emergency shelters. As the caller had no income and refused shelter information, the caller was referred to Alameda County Social Services for General Assistance and CalFresh. The caller requested and was provided three low income housing referrals.
Caller Feedback	~ "2-1-1 provided very helpful, thorough information...I hope to be able to keep speaking with somebody at 2-1-1 in my search for housing. Thank you very much for how you are running this service."
	~ "Your operator was very kind and gave me a lot of useful information to help me through this difficult time I am experiencing... she was very patient, she took the time to locate all the information I asked for...I asked a million questions and she was able to answer them, and she was just a wonderful employee."
	~ "I give your employee an outstanding grade for service because she really helped me. I am having a lot of problem paying my rent...I have eviction notices and different issues and your employee gave me a lot of good information on resources that I did not know about...I thank you for having this line open 24 hours to help me and other people like me. It's hard to find a job now and it helps relieve stress and tension knowing there is someone that can help you."
	~ " This is my second time calling 211 and your employee was very resourceful...he provided me with many resources ... as well as names of organizations, the contact phone numbers, addresses and locations... and I was given several resources to assist me with what I was looking for. I got more information than I had anticipated, so I am grateful for that and I really appreciate the service."
Staff Inservice Training Sessions	~ Disaster Preparedness, Ollie Arnold presenting
	~ Review of 2-1-1 Best Practices
	~ Review of 2-1-1 Protocol and Procedures

Resource Information And Technology Updates	
Services Database	~ No new agencies were added in the services database this month.
	~ The services database contains 1,110 agencies and 2,856 programs.
	~ The process of updating the 624 "Directory" agencies continues. Thus far, information for 502 agencies have been updated.
Housing Database	~ The Housing Database contains 77,203 total housing units.
	~ 1,116 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 , and www.alamedaco.info . This month the on-line directory received 99,022 hits from 13,305 visitors.
Technology	~ Staff performed routine software and hardware maintenance, updated the agency web site, and provided updated services data for the Online Service Directory.
	~ Work was completed on a pocket resource guide for the Alameda County Sheriff's office under an Emergency Management Planning Grant. Two thousand of the guides will be printed for distribution by field officers beginning in October.

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Technology	~ Planning for the necessary changes to track call length information in the 2-1-1 Client database continued (needed for MAA reporting). Projected completion of these changes is set for December 1, 2012.
	~ The setup and configuration of new computers for all 2-1-1 staff was completed. These new systems were purchased with generous grants from the Philanthropic Venture Foundation and the San Francisco Foundation.
	~ Older systems that had been replaced have had their hard drives reformatted and software installed and configured for use following a disaster or other emergency when additional workstations are needed.

Outreach/Public Information Activities	
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Meetings	~ The Executive Director met with the Deputy Chief of Juvenile Justice Services to discuss the myriad of ways that 2-1-1 and Eden I&R could assist youth as they leave incarceration.
	~ The Executive Director participated in both the monthly Community Corrections Partnership meeting and the Joint Re-Entry meeting held at the Alameda County Probation Department. Updates regarding the realignment strategies were presented and discussed.
	~ The Executive Director met with the Director of Alameda County Healthcare Services Agency to discuss the ways in which 2-1-1 is currently assisting low income people in finding healthcare services, and the ways in 2-1-1 could more effectively serve low income families in the future as healthcare options change over the next couple of years.
	~ The Executive Director attended the Alameda County Board of Supervisor's Healthcare Committee session during which a comprehensive update was presented related to the State's changing healthcare service provisions (especially as it relates to low income individuals and families).
	~ The Executive Director was invited to attend the quarterly meeting of The Bank On Oakland during which a variety of representatives (i.e., Banks, government departments, IRS, United Way, and Community-Based Organizations) discussed the need for very low income Oakland residents to have bank accounts to help with future credit, to decrease the possibility of being a victim of a crime, and for future overall financial stability. Eden I&R/2-1-1 has been asked to become a partner again in this project whereby 2-1-1 would be a portal through which residents could access Bank On Oakland's services information 24/7 and in multiple languages.
	~ The Executive Director actively participated in the statewide annual 2-1-1 Summit that was held in beautiful downtown Berkeley this year. 2-1-1 representatives from throughout California spent two days discussing the successes and challenges that the centers have experienced on their own, as well as the 2-1-1 California Network has experienced on behalf of all of the centers. The goals and operations of the 2-1-1 California Network were reviewed and revised as the 2-1-1 representatives shared their "best practices" and challenges for the coming year.
	~ The Executive Director presented the annual 2-1-1 update report to the Pleasanton Human Services Commission that included statistics regarding client demographics.
	~ The Executive Director actively participated in the monthly 2-1-1 Bay Area Partnership meeting held in Oakland. Representatives from the 2-1-1 centers as far north as Sonoma, as far south as San Jose, and as far east as Contra Costa County, all met and discussed topics such as: how the 2-1-1 Summit discussions and decisions will affect the Bay Area; the movement of United Way of the Bay Area and the United Way of Silicon Valley to use an external call center to answer their 2-1-1 calls; updates on sustainability issues; and shared successes in expanded client services.
	~ The Executive Director participated in a statewide 2-1-1 Webinar that focused on the new ways in which 2-1-1 across the State, with the help of California Emerging Technology Fund (CETF) funding, will assist low income people in searching for the affordable technology they need to access jobs, healthcare, and other vital services.
	~ The Development/Marketing Officer attended a networking session of the Alameda County Area Agency on Aging Roundtable. Discussion was focused on accessibility issues related to the upcoming November election.
~ 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.	

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Meetings	~ The Housing Outreach Coordinator is working in collaboration with the Oakland Housing Authority (OHA) 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 Eden I&R at no cost.
	~ The Housing Outreach Coordinator attended the fourth in a series of Review Team Meetings to discuss the Community Living Facilities requirements as it relates to Board & Cares and Transitional Housing.
	~ The Housing Outreach Coordinator is working in collaboration with the East Bay Rental Housing Association (EBRHA) to do outreach to rental property owners and inform them of the opportunities with EBRHA and Eden I&R.
	~ The Housing Outreach Coordinator participated in a discussion facilitated by the Alameda County Department of Public Health on creating a County-wide disaster-related registry for the disabled and frail
	~ The Housing Outreach Coordinator attended the Alameda County Volunteer Work Group meeting. Dates were set for Emergency Volunteer Center drills.
	~ The Housing Outreach Coordinator participated in the Alameda County Voluntary Organizations Active in Disasters (VOAD) Executive Committee meeting where the agenda and venue for the October General Meeting were finalized.
	~ The 2-1-1 Program Manager attended the EveryOne Home Community Meeting which focused on the NOFA process and a review of the HUD Continuum of Care Interim Rule. There was also discussion amongst those present on what methods (in regards to funding) NOFA Committee members should consider and adopt.
Fairs/Events/ Outreach	~ Staff participated in and provided 2-1-1 outreach materials at the Life Chiropractic College West Hayward Community Block Party and City of San Leandro Senior Center's 14th Annual Senior Resource Fair.
	~ The Development/Marketing Officer provided information about Eden I&R and 2-1-1 at the Combined Federal Charities Kick-Off Event in Oakland for Federal employees. In addition, he participated in, and distributed information about, 2-1-1 at the Kaiser Permanente Employee and Family Wellness Event in Oakland; Hotel Oakland Senior Housing Health Fair (in collaboration with Asian Health Services, Family Bridges, Inc.) in Oakland; Project Access Health and Resource Fair at City Tower Apartments in Oakland; and Back to School Nights for families of Valley (Continuation) High School in Dublin and Oliveira Elementary School in Fremont.
	~ The Roving Housing Resource Department participated in and provided information, resources and services at East Bay Stand Down, a four-day event for veterans and their families.
	~ Staff attended and distributed 2-1-1 information at St. Columba Catholic Church's Health Fair in Oakland and San Francisco Christian Center's Baby Boomer Senior Expo.
	~ The Development/Marketing Officer and Housing Outreach Coordinator attended and distributed 2-1-1 and disaster preparedness material at Kaiser Permanente's multiple day Emergency Preparedness Fair in both Oakland and Pleasanton.
	~ 2-1-1 Outreach materials were provided to Greater St. Paul Church in Oakland; City of Alameda Housing Development & Programs Department; Emery Unified School District in Emeryville; Lavender Seniors (LGBT seniors) in Oakland; and Tiburcio Vazquez Health Center in Hayward.
	~ The Development/Marketing Officer attended two events of the Hayward Chamber of Commerce--first, a reception in celebration of Southland Mall's 50th Anniversary and second, a meeting of the Hayward Non-Profit Alliance which featured a presentation by Kaiser Permanente Community and Government Relations Manager Ana Apodaca.
	~ The Executive Director attended the Prevention Institute's 15th Anniversary event that celebrated this nonprofit agency's commitment to preventing illness and injury, to fostering health and social equity, and to building momentum for community prevention as an integral component of a quality health system.
	~ Housing Subscriptions (mail, PDF & OHIP) were sent to Community Based Organizations in Alameda County and San Francisco County.
	~ The Housing Outreach Coordinator attended a Fair Housing Training facilitated by ECHO Housing.
	~ The Housing Outreach Coordinator facilitated a Housing Workshop for Center for Independent Living at their Fruitvale Office, for a group of bilingual and monolingual Spanish-speakers.
	~ The Housing Outreach Coordinator attended the 6th Annual East Bay Rental Housing Association Tradeshow. She was able to meet with current and new landlords for our housing listings as well as to meet new and current industry partners.