

Eden I&R's Countywide Online Resource Directory
Annual Report for Fiscal Year 2008
(July 2007 – June 2008)

Launched in March 2002 as a response to a growing community need, Eden I&R's online resource directory at www.alamedaco.info has allowed government employees, nonprofit case managers, librarians, health care providers, teachers, as well as the public at large, free and easy access, 24 hours a day, 7 days a week, to professionally maintained social service information.

By going to www.alamedaco.info the general public accesses over 1350 records of health and human service programs throughout Alameda County. The wealth of resources that can be accessed includes programs targeted to youth, the elderly, people living with HIV or AIDS, the homeless, the disabled, domestic violence victims, and people in need of education, employment or legal aid assistance.

Each social service record provided resource information including: service addresses, type of and nearest public transportation, contact name(s) and phone number(s), hours of operation, languages spoken, eligibility requirements, fees, wheelchair accessibility and services description.

During Fiscal Year 2008 (July 2007 – June 2008), Eden I&R's online resource directory at www.alamedaco.info received **1,737,966 hits from 97,298 visitors**. This is an online hits increase of 172%, and a visitors increase of 64%, over last year!

During the month of **February 2008** alone, the site had **its largest online user "hits" volume at 214,149** by 8,708 visitors. During the month of **March 2008**, the **online resource directory received its greatest number of visitors at 14,274 visitors** receiving 212,478 hits of information. For the entire Fiscal Year 2008, Eden I&R's social service online web site received **an average of 144,830 hits** per month from **an average of 8,108 visitors** per month.

User feedback continues to be overwhelmingly positive and has resulted in numerous links to the website. In addition, Eden I&R's electronic information continues to be on other websites including EastBay Works' employment and youth websites, and the Network of Care senior website.

Now more than ever it is critical for the public, especially at-risk populations (e.g., very low income families; the homeless; frail elders; victims of domestic abuse; etc.), as well as their advocates, to be able to keep abreast of the numerous changes occurring within Alameda County's human services network. There has been and will continue to be numerous annual and ongoing changes to services provided to vulnerable individuals and families. It is Eden I&R's job to monitor and document those changes for the general public.

Information is power. Information is key to self-sufficiency. Information is only as good as it is comprehensive, current and accurate. Eden I&R's social service database is the PRIMARY source of countywide information for county staff, community-based organizations and county residents. In short, Eden I&R's online resource directory is a critical resource in helping City employees and community-based organizations keep track of community resource changes.

Eden I&R is prepared to remain the "gateway" to up-to-date social service information for the County but we cannot perform this function without sufficient financial support. Over the past several years we have established a leveraged funding base dependent upon a **public-private partnership**. We want to acknowledge and thank our very generous original and current financial supporters that helped launch and maintain the online directory:

Alameda County Board of Supervisors
 Alameda County Sheriff's Department
 Alameda County Social Services Agency
 Alameda County Workforce Investment Board
 City of Fremont
 City of Hayward
 City of Oakland

City of San Leandro
 City of Hayward's Friends of the Library
 East Bay Community Foundation
 Port of Oakland
 Richard & Rhoda Goldman Fund
 SBC/Pacific Bell
 The Women's Foundation

For more information about Eden I&R's www.alamedaco.info website please call:

Barbara Bernstein, Executive Director
 Eden I& R, Inc., 570 B Street,
 Hayward, CA 94541
 Phone: (510) 537-2710 ext. 8
 Email: bbernstein@edenir.org