



Eden I&R, Inc.
"linking people and resources"

ANNUAL REPORT

Fiscal Year 2015

www.edenir.org

Eden I&R, Inc., 570 B Street, Hayward, CA 94541

July 2014 – June 2015

From The Board Chair and Executive Director



Dear Eden I&R Community, Partners,
and Financial Supporters:

We are pleased to share Eden I&R's 2015 Annual Report. The economic recovery since the last recession still remains uneven and elusive for many county residents. A high demand exists for CalFresh, Medi-Cal, General Assistance, and other safety net services. And the skyrocketing cost of housing in the Bay Area is making it even more challenging for low-income individuals and families.

Through Eden I&R's comprehensive, up-to-date services database and growing housing database, the agency continues to meet its mission of linking people to much-needed resources. Some of this year's highlights include:

- The three-digit phone number 2-1-1 handled 105,142 calls and provided 168,506 referrals to critical health, housing and human services. This is the fifth straight year that 2-1-1 has handled over 100,000 calls!
- 2-1-1 Resource Specialists conducted 8,802 proactive CalFresh outreach calls.

- Eden I&R's phone line staff handled 15,139 after-hours calls for Alameda County's Adult Protective Services, Child Protective Services, Foster Care Placement Line and Public Guardian.

- Eden I&R's online resource directory served 93,900 sessions with 399,275 page views.

- Eden I&R's Roving Department provided thousands of health, housing & human service referrals to unstably housed veterans in Alameda & Contra Costa Counties; as well as to Alameda County residents living with HIV/AIDS.

- Over 2,900 units of affordable housing were added to the Eden I&R database for a total of 82,078 units at the end of the fiscal year; and over 2,930 service program records were updated and managed in order to provide the public with the most comprehensive and accurate health, housing, and human services data needed by at-risk populations and their advocates.

- Eden I&R staff and volunteers participated in over 100 community events and fairs, and distributed over 60,000 pieces of marketing materials.

These accomplishments were not achieved in a vacuum. **We therefore wish to thank:**

- **Our community partners**, including countywide community-based organizations, government agencies, and landlords/property managers who provide their updated information so that our databases can remain comprehensive and accurate.

- **Our funders**, including the cities, county departments, public/private foundations, businesses, and individuals who invest in Eden I&R's successful programs and services.

- **Our staff and volunteers** who work so diligently to make sure that those most in need throughout Alameda County can access critical resources, 24/7, and in multiple languages.

Thank YOU for reading about Eden I&R's accomplishments as we begin our 40th year of proudly and successfully achieving our mission of "linking people and resources."

Sincerely,

Robert Macias
Board Chair

Barbara Bernstein
Executive Director

Programs and Services

2-1-1 Communication System

2-1-1 is the free, 24/7, multilingual 3-digit phone number that connects Alameda County residents and employees to housing, health and human service providers countywide. Each 2-1-1 call is handled by a professionally trained Resource Specialist who works with the caller to identify needs and eligibility for appropriate resources. The overall goal of each 2-1-1 call is to empower the caller with information that allows that individual to move toward self-sufficiency.

Housing, Health, and Human Service Database Systems

The Ollie Arnold Housing Department manages a housing database that, as of the end of June 2015, listed 82,078 units in Alameda County, including affordable housing. Units include those that accept Section 8 and other vouchers, transitional, supportive and subsidized housing, and below-market-rate rental units. In FY 2015, 2,911 units were added to the database. Housing information is available through calling 2-1-1 and online at www.achousingchoices.org.

Eden I&R's Information Management Department contacted 1,158 agencies to update each of the 2,939 program records currently in the health and human services database (which includes 122 new programs in Fiscal Year 2015). The department continually updates records throughout the year. The comprehensive and up-to-date health and human services database is available to the public, 24/7, via 2-1-1 and the agency's website at www.edenir.org and www.211alamedacounty.org.

Information Management Enhancements

The 2014 Alameda County Transportation Commission's Paratransit Advisory and Planning Committee's (PAPCO) Mobility Workshop was held on October 17, 2014. The 11th annual workshop provided information for seniors and people with disabilities on mobility options. Eden I&R's IT Director Rick Otto presented the newly redesigned Resource Finder area of Eden I&R's website. Launched on September 30, 2014 the Resource Finder website contains a section dedicated to transportation programs provided by local agencies and organizations serving Alameda and surrounding counties. The website is an ongoing partnership between Eden I&R and AC Transit related to the One-Call/One-Click solution which provides an integrated resource to find important transportation and social services information. The Transportation Resource Finder can be accessed at: www.transportation.211alamedacounty.org

Disaster Preparedness

Since it is not a matter of if a disaster will occur, but when, Eden I&R/2-1-1 continues to prepare for its role as THE public communication center in the disaster recovery process by remaining an active member of the Alameda County Emergency Manager's Association, Collaborating Agencies Responding to Disaster (CARD), 2-1-1 Bay Area Partnership, and Northern California and Alameda County Voluntary Organizations Active in Disaster (VOAD). In 2015, Eden I&R participated in numerous disaster preparedness and community-building events including:

- In January, Eden I&R staff participated in a very well-attended earthquake preparedness training/drill at the Alameda County Office of Emergency Services (OES) in Dublin. This type of drill is essential to the partnership efforts needed between public departments, community-based organizations as well as businesses when responding to disaster situations. Eden I&R has an official space in the Emergency Operations Center (EOC), when activated, in order to help keep the public informed with consistent and accurate messaging.
- On March 26, the American Red Cross (ARC) convened a Multi-Agency Service Collaborative at its office in downtown Oakland. The collaborative was in response to two apartment building fires that had occurred during the prior few days that had left a large number of individuals and families homeless. Eden I&R was one of the agencies invited by the ARC to attend because residence fires are but one of the many personal disasters that 2-1-1 responds to on a daily basis.
- The Executive Director and Director of Information Technology actively participated in the OES disaster drill in June that focused on a major earthquake. The primary participants were city representatives. As always the drill was highly informative and offered a perfect opportunity to promote 2-1-1's role in a disaster (e.g., to divert non-life threatening calls away from 911); to practice drill-related tasks at the agency (e.g., exchange information between the EOC and Eden I&R's Information Management Department); to activate the agency's generator; and to network with drill participants within the EOC.

Community Partnerships

As an original member of the **California Alliance of Information and Referral Services (CAIRS)** and the **2-1-1 CA Network**, Eden I&R remains actively involved in statewide sharing of 2-1-1 best practices, specialized projects, and back-up systems in preparation for disasters.

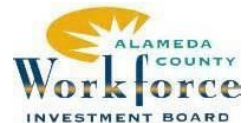


2-1-1 Alameda County once again played an important role assisting low-income taxpayers throughout the recent tax season. Between January and April, over 1,400 calls were handled for the California Free Tax Assistance Events program, sponsored by the **Computer and Communications Industry Association** in Partnership with **Intuit** Tax Freedom Project TurboTax Freedom Edition and volunteers. 2-1-1 Resource Specialists answered questions and scheduled appointments for low-income taxpayers and those on active military duty at eight tax assistance events throughout the State. 2-1-1 also made over 1,500 referrals to VITA tax preparation sites throughout Alameda County and answered questions about the Earned Income Tax Credit.



The **Earn It! Keep It! Save It! Program** provides free tax preparation to low- to moderate-income individuals, families, and seniors. Tax returns are prepared at local community organizations by trained and IRS-certified volunteers, who help taxpayers identify tax refunds including the Earned Income Tax Credit. In collaboration with United Way of the Bay Area and the City of Oakland, Eden I&R's 2-1-1 Resource Specialists explained to 862 callers the eligibility guidelines for the Earned Income Tax Credit and gave over 1,500 referrals to the tax preparation sites closest to them.

Eden I&R provides comprehensive and up-to-date information and referrals on employment-related assistance available throughout Alameda County in partnership with the **Workforce Investment Board**. 2-1-1 plays a key role in assisting callers to obtain information about employment services, access training opportunities, understand the financial assistance available, and provides up-to-date referrals to housing, health and human services in the County.



Eden I&R is an active member of **Everyone Home**, Alameda County's road map for ending homelessness. By emphasizing a coordinated, efficient regional response to a regional problem, local government and nonprofit agencies are working together to end homelessness for thousands of individuals and families throughout Alameda County.



Through a collaboration with the **Re-Entry Community Corrections Partnership** and the **Alameda County Probation Department**, 2-1-1 assists individuals on probation, re-entry clients, their families, and probation officers by responding to inquiries for services (e.g., emergency shelter, job placement assistance, public assistance) that will assist in reducing the recidivism rate.



In partnership with the **California Emerging Technology Fund (CETF)** and 2-1-1 California, Eden I&R 2-1-1 Resource Specialists conduct outreach to Alameda County callers regarding low-cost broadband services, and free and low-cost computer equipment and training. The goal of this initiative is to reduce the digital divide for low-income people.

2-1-1 Alameda County

What People are Saying About 2-1-1

From Service Providers:

"You were dynamite, you were fantastic, you really represented 2-1-1 beautifully." – Shelah M. Snowden, Claims Unit Supervisor, Victim/Witness Assistance Division, Alameda County District Attorney's Office, at a staff training, regarding a 2-1-1 Resource Specialist who had advocated with her office on behalf of a 2-1-1 caller who was a victim of crime.

"2-1-1 is the #2 referral I give clients, after a mental health referral." – Atindra Gibbs, CATC II, Counselor, Hayward Outpatient, East Bay Community Recovery Project. Ms. Gibbs is providing services at Santa Rita.

"We appreciate 2-1-1's partnership as an active member of the Emergency Manager's Association as well as their active participation in the annual countywide drills whenever EOCs are activated and when applicable." – Genevieve Pastor-Cohen, President, Alameda County Emergency Manager's Association.

"2-1-1 is an invaluable tool for the success of community paramedics in Alameda. We view 2-1-1 as one of our most important partnerships to promote health and wellness to our community." – Mike DeWindt, Firefighter, City of Alameda.

"I've relied on 2-1-1 since it started and I'm very grateful for it! It's such a good resource for service providers and clients!" – Monica Espiritu, MA, Case Management Coordinator, Alta Bates Summit Medical Center.

"I appreciate 2-1-1's advocacy and am grateful for the work 2-1-1 does every day on behalf of the county's most vulnerable residents." – Wilma Chan, Alameda County Supervisor – District 3.

From Grateful Clients:

"I was just calling to comment on the 2-1-1 person who helped me out. She was very helpful, very sweet, and the stress that I had before is about 100% less than what it was before. I appreciate all her help and I appreciate 2-1-1. You have all the telephone numbers to essential information that helps people like me who've been calling everywhere to find help without much success. So, thank you very much."

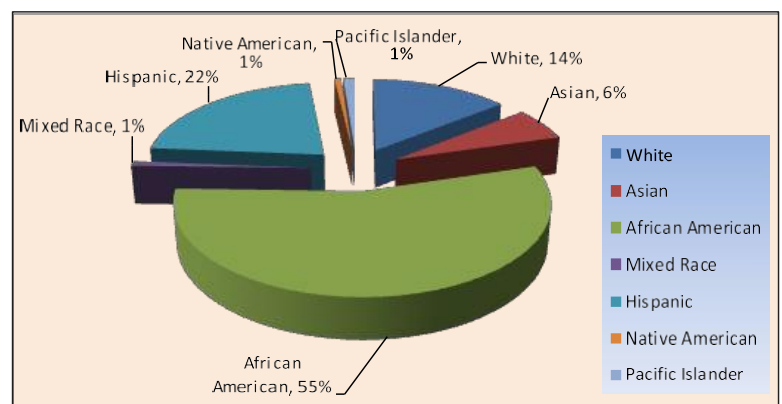
"I live in Berkeley. I called 2-1-1 and your employee is the most wonderful, wonderful lady who gave me so many referrals, so many numbers for all my various needs, and she was very sweet, very kind, and very helpful. She gave me all the information that I needed and wanted. She is doing a great job for 2-1-1...an A+ job! Thank you so much, and I am so grateful to her and you guys are wonderful. Thank you."

"I have used 2-1-1 personally and gotten valuable information from you guys. Many of my family members are disabled, some severely disabled, and I am so glad you guys provide extra support and follow-through because sometimes even case managers do not realize that often people with severe disabilities cannot do things for themselves like other people can. They can't always remember things or do them on time or follow up with agencies or next steps. You have moved up several notches in my opinion now that I know you offer so much more. I hope all 2-1-1's are doing what you do. It's such a great service."

Top Ten Caller Needs

1. Housing/Shelter
2. Information Services
3. Legal Services
4. Public Assistance Programs
5. Food Assistance
6. Individual & Family Support Services (adult services, in-home care, holiday assistance)
7. Utility Assistance
8. Material Goods (furniture, clothing, holiday items)
9. Substance Abuse Services
10. Health Support

Ethnic Background of 2-1-1 Callers



Examples of 2-1-1 Calls Received

Utility Assistance:

A single mother with a mental disability and two small children called from Dublin for financial assistance. She was referred to REACH, HEAP and Season of Sharing for her utility bill, the Washoe Tribe of Nevada and California for Native American TANF information and Child Care Links for subsidized child care.

Food:

A resident of Monterey called on behalf of her friend who was incarcerated in Alameda County, was soon to be released, and was planning to live in Newark. She indicated that her friend would require clothing and food. The caller was provided referrals to Viola Blythe Community Service in Newark for clothes and to Centro de Servicios for specialized information and referrals. She was encouraged to also follow up on health insurance information at Centro de Servicios.

Domestic Violence:

A single mother of a young child called from Oakland for low-income housing. She shared with the Phone Resource Specialist (PRS) that she had been a victim of domestic violence, was shot twice by her abuser, and that she herself had also been incarcerated and was currently on probation. The caller was referred to the Casa Verde Apartments for low-income housing, and the PRS also suggested transitional housing programs with shorter wait lists. She was referred to Alpha Omega Foundation, New Chance Ministries, Bay Area Community Services, Destiny Builders, and Urojas Community Services for transitional housing programs.

Tenants' Rights:

A single female called from Pleasanton for help with her rent, food, and tenants' rights for possible eviction. This caller had been earning \$65,000 before becoming unemployed. At the time of her call, unemployment had run out but she had found employment in retail, although her earnings were not as high as they used to be. The caller was very emotional because she desperately needed food but struggled with applying for CalFresh because she felt she had hit rock bottom. 2-1-1 informed the caller that she could apply online which was very comforting to her. The PRS pre-screened and referred the caller to SSA's CalFresh website, Tri-Valley Haven Food Pantry, ECHO Housing for tenant rights, and Season of Sharing for rent payment assistance.

Housing:

A Punjabi-speaking senior called for assistance locating housing for her 16-year old grandson and herself. She informed 2-1-1 that she was homeless and was staying with relatives who wanted her to move out. The caller's daughter had to forfeit her green card because she had to return to India to divorce her husband. The caller's grandson had had a difficult time with both his parents living overseas and had only recently settled down at school, and the caller did not want to destabilize him by pulling him out of school and relocating to another city. The caller needed assistance with advocacy from 2-1-1 staff. After getting the caller's verbal consent, 2-1-1 called Sunrise Village (SV) in Fremont and spoke with a housing specialist who completed a short intake over the phone. The SV specialist informed 2-1-1 that the caller would be contacted shortly after an eligibility determination was made by her supervisor. 2-1-1 was asked to inform the caller that she would need to provide proof of guardianship.



2-1-1 Website

Join the thousands of community members who are accessing Eden I&R's health, housing and human service data every month by logging onto our websites at: **www.edenir.org** and **www.211alamedacounty.org**

Roving Housing Resource Programs

Veterans Affairs Supportive Housing

Eden I&R partners with the Veterans Affairs Supportive Housing Program (VASH) in Alameda County as well as Contra Costa County to provide Housing Rovers in the field who work one-on-one with veteran clients in the HUD/VASH program. Eden I&R's Rovers provide veterans with housing leads, referrals for security deposit assistance, rental assistance, utility bill assistance, furniture, and many more essentials necessary to help veterans obtain and maintain housing. Rovers also outreach to landlords and provide advocacy for veterans when needed.

- The Alameda County Rover provided 269 housing referrals, 1,664 service referrals and served 97 new clients.
- The Contra Costa County Rover provided 117 housing referrals, 50 service referrals and served 46 new clients.

Service referrals included agencies that provided deposits and furniture as well as back rent and utility assistance to enable veterans to stay in their homes.

Below is a case example about a recent veteran client:

A HUD/VASH veteran was diagnosed with a disability shortly after he obtained housing. The veteran had been working and suddenly found himself without any income. The veteran came to the Housing Rover when he was past due on his rent. The Rover was able to coordinate with a Supportive Services for Veteran Families (SSVF) program to help assist with back rent and was able to gather disability documentation to assist the veteran with much-needed furniture through the Season of Sharing program. The veteran contacted the Rover and the SSVF worker to say that they had been a lifesaver and he appreciated the two agencies' ability to work together on his behalf.

AIDS Housing and Information Project

AIDS Housing and Information Project (AHIP) Rovers travel to various AIDS Service Organization (ASO) sites throughout Alameda County to meet one-on-one with people living with HIV/AIDS (PLWHA); attend County HIV case management meetings; and conduct community workshops.

AHIP fulfills an unmet need by providing a centralized database of permanent AIDS-dedicated housing, transitional housing beds, housing subsidies, market-rate and below-market-rate housing in conjunction with social and health-related services for PLWHA in Alameda County. By providing this information, many PLWHA are spared the need to call multiple agencies, housing developers, and service providers located throughout the County. AHIP clients are provided with up-to-date information on other subsidized housing waiting lists from Eden I&R's housing database, and information on shelter bed availability, and eligibility requirements (e.g., income, health status) for healthcare providers and social service agencies from Eden I&R's services database.

AHIP Rovers provide housing leads that can lead to immediate affordable housing while clients remain on the long waiting lists for subsidized housing based on their income. The AHIP housing database contains 34 buildings that include 192 dedicated HOPWA units which are updated with information given to the program by Alameda County Housing and Community Development (HCD). These include properties that are in pre-development and under construction. The AHIP housing database also contains skilled nursing facilities that will take HIV clients.

During FY 2015, 2,334 total housing referrals were made, including affordable market rate referrals from Eden I&R's housing database (with over 82,000 units) and Section 8 listings. These were given to clients through phone referrals, mail, email requests, and walk-ins. AHIP shares information and technical assistance with the service provider community via fax alerts and community meetings. AHIP makes available applications or websites for cities with open Section 8 wait lists in person, by phone, or through email to ASO providers and clients. AHIP had 232 in-person contacts and 1,481 phone contacts during the fiscal year.



Outreach Activities

Eden I&R continues to maintain a strong presence in the community. Agency staff and volunteers participated in over 100 countywide events such as health, job, senior, youth, veterans, emergency preparedness, and other resource fairs. In addition, staff made presentations at service organizations, social service agencies, schools, and senior and low-income housing facilities. Eden I&R also made its marketing materials available to any non-profit, government department, or faith-based organization whose clients and members could benefit.

The following is just a sampling of the events at which Eden I&R provided outreach in Fiscal Year 2015:

Career:

- Bay Area Employer Forum
- Fremont Chamber of Commerce Job & Resource Fair

Emergency Preparedness:

- Kaiser Permanente Emergency Preparedness Fair
- Operation Independence

Health:

- Chabot College Health & Wellness Fair
- Healthy Living Festival Oakland
- Four Seasons of Health Expo

Housing:

- Livermore Housing Authority
- AIDS Project of the East Bay

Senior Services:

- Commission on Aging Annual Healthy Aging Fair
- United Seniors of Oakland and Alameda County Healthy Living Festival
- City of Dublin Seniors Information Fair
- Mastick Senior Center Health Fair

Re-Entry:

- Alameda County Sheriff's Office Annual Re-entry Expo at Santa Rita Jail
- Alameda County Probation Department Provider Resource Fair
- Re-Entry Transitional Day Center at Santa Rita Jail

Veterans:

- Veterans Homeless Summit
- East Bay Stand Down 2014

Other Resource Fairs:

- City of Piedmont Harvest Festival
- Congreso Familiar Information Fair

Eden I&R Partners with Alameda County Service Providers to Assist Local Residents

Updates of agency and program information for Alameda County continued throughout the year. Beyond the maintenance of agency and program records, additional activities occurred throughout the year for which we provided special information to the public.

Specifically, the following were key pieces of information provided to callers during the year:

- Cooling Centers
- Summer Lunch Programs
- Shelter Plus Care Information in September and June
- Holiday Baskets and Holiday Meals
- CA Free Tax Assistance Events
- School Backpacks

Over this last year, the Executive Director, Deputy Director, and the Director of Information Technology met multiple times with representatives of Urban Strategies and First Five of Alameda County regarding the open data-related pilot project which ended at the end of June. This project was very staff intensive but did result in a BETA test indicating the ways in which our three agencies (plus others) could share and manage data for the purposes of one countywide I&R database/API. Efforts are ongoing to secure the funding necessary to move forward on this type of open data enhancement, plus the sustainable funding needed to keep this substantial data current (e.g., in as close to "real time" as possible).

After-Hours Phone Service

Eden I&R handles the after-hours (nights, weekends, and holidays) critical calls for Alameda County's Child Protective Services, Foster Care Placement Line, Adult Protective Services, and Public Guardian's Office.

After-Hours Calls Handled	FY 2015
Child Protective Services	11,901
Foster Care Placement	593
Adult Protective Services	2,066
Public Guardian	659

Volunteers and Funders

Eden I&R Board of Directors

Stephanie Cartwright, Vice President

Owner, CartwrightAssociates

Michael Dias, General Counsel

Attorney At Law

Kacey Jones

Manager, Operational Development
Simpson StrongTie

Christopher Low

Senior Human Resources Analyst
City of Alameda

Robert M. Macias, President

Sr. Human Resources Analyst (Retired)
City of Hayward

Annamarie Swardenski, Secretary

Emergency Preparedness Consultant

Ilene Weinreb

Former Mayor of Hayward

Executive Director, Board Staff

Barbara Bernstein

In FY 2015, volunteers contributed over 3,362 hours of service to aid the agency in its mission. Below is the story of one of these special volunteers.

The Compassion to Give Back

Carla is a volunteer at Eden I&R who helps with our administrative functions, and she's been giving to others for more than nearly 30 years.

"I found my voice and strength during the HIV/AIDS epidemic of the 1980s," she says. "At first, I started by helping a friend and family member who were HIV positive; then I began to help others, too."

She would take them to treatment and doctor appointments, shop for groceries and "just be with them so they knew that someone in their life cared."

Her volunteering turned into advocacy as she saw the need to educate people about AIDS. "There was so much fear," she says. "I wanted people to embrace their friends and family members who had AIDS."

She approached local newspapers asking if she could publish a short article about HIV/AIDS. She wanted people to know more, care more and, eventually, help more.

Then, about ten years ago, Carla had a crisis in her own life. She received support during that time and now believes "that it's important to give back. I found my voice again and I want to advocate for people living with mental illness."

For the first half of her professional career, Carla worked in a large corporate environment. Now, she says, "It's time to give more, to anyone who needs help."



FY 2015 Funders and Supporters

Eden I&R's unique services and products not only benefit the community, but also service providers, including many government departments. As a result, Eden I&R continues to be funded by both the public and private sectors. The agency's Board of Directors, staff, and clients wish to thank its individual donors, and the following financial and in-kind supporters without whom Eden I&R could not have provided services to thousands of individuals and families. If you would like to make an online donation to Eden I&R, please go to www.edenir.org and click on Donate on the left side. Tax deductible checks can be mailed to: Eden I&R, 570 B Street, Hayward, CA 94541. Questions? Call 510-537-2710 ext.8.

Public Funders

All 14 Alameda County Cities
211 LA County
Alameda County/Contra Costa Transit District
Alameda County Behavioral Health
Alameda County Housing & Community Development
Alameda County Public Health Department
Alameda County Probation Department
Alameda County Social Services Agency:
- Adult Protective Services
- Area Agency on Aging
- Workforce Investment Board
Veteran's Administration

Corporate, Foundation and Other Investors

Cisco
Computer and Communications Industry Association
Crescent Porter Hale Foundation
Eden Area Foundation
Eden Township Healthcare District
Firedoll Foundation
First 5/Every Child
Fremont Bank
Hitachi High Technologies
Intuit
Kaiser Permanente
Pacific Gas & Electric Co.
Ross Dress for Less
SanDisk
Simpson StrongTie
StopWaste

Thomas J .Long Foundation
United Way of the Bay Area
United Way of California
Walter & Elise Haas Fund
Western Digital

In-Kind Donors

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Buffalo Bill's
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Chili's
Elephant Bar
Hometown Buffet
Liz's Hair Salon
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Starbucks Coffee