

Annual Report

Eden I&R, Inc.

*"linking people and resources"
throughout Alameda County*

Greetings Eden I&R Community Partners,
Funders, and Supporters:

Fiscal Year 2016 was a very productive, exciting, and challenging year for the agency. We continued to serve hundreds of thousands of people through our phone line services, over the web, as well as in person. Affordable housing continued to be the number one top need in every city. To address this need, Eden I&R's Ollie Arnold Housing Department added over 3,800 units to the agency's housing database. The three-digit phone number 2-1-1 continued to be our largest program (with resource information also accessible at www.211alamedacounty.org). While accessible to all residents, the primary recipients of referrals were people who were low-income, living with disabilities, single-mother heads of households, the hungry, or those in need of rental or utility assistance.

Some of this year's highlights include:

- 2-1-1 handled 101,523 calls and provided 156,527 referrals to critical health, housing and human services. This is the sixth straight year that 2-1-1 has handled over 100,000 calls!
- 2-1-1 Resource Specialists conducted proactive outreach for the CalFresh program on 5,142 calls.
- Eden I&R's phone line staff handled over 15,337 after-hours calls for Alameda County's Adult Protective Services, Child Protective Services, Foster Care Placement and Public Guardian, combined.
- Eden I&R's websites, including our online health and human services resource directory received 231,175 pageviews from 71,630 sessions/visitors.
- 3,868 units of affordable housing were added to the Eden I&R database for a total of 84,032 units at the end of the fiscal year.
- Over 2,900 service program records were updated and managed to provide the public with the most comprehensive and accurate health, housing, disaster, and human service

es data needed for vulnerable populations and their advocates.

- Eden I&R staff and volunteers participated in 88 community events and fairs and distributed over 65,000 pieces of outreach material throughout Alameda County.
- The Board and Management staff worked throughout the year to prepare for Barbara's retirement in January of 2017, after 28 years as Executive Director.

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

- Our **community partners**, including county-wide community-based organizations, government agencies, landlords and property managers, who provide information updates so that our databases 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, and
- 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 during Fiscal Year 2016 as we celebrate our 40th year of proudly and successfully achieving our mission of *"linking people and resources."*

Sincerely,



Chris Low
Board President



Barbara Bernstein
Executive Director
Retired on January 3, 2017



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Community Partners



EarnIt!
KeepIt!
\$aveIt!



Through continued collaboration, we were pleased to partner with the following agencies and organizations to ensure that valuable programs and services be available to Alameda County residents.

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 700 calls were handled for the California Free Tax Assistance Events program, sponsored by the **Computer and Communications Industry Association and Intuit**. 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.

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 665 callers the eligibility guidelines for the Earned Income Tax Credit and gave 1,259 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 **Alameda County Workforce Development 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. In 2016, Eden I&R provided agency and program resource data to the Workforce Investment Board as part of a custom data agreement.

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 the county. During FY16, Eden I&R attended meetings and sub-committees in preparation for the rollout of a Coordinated Entry System in Alameda County.

Through collaboration with 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**, 2-1-1 Resource Specialists conducted outreach to 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.

FY16 Financial Supporters

We appreciate the continued support from all of our donors whose generosity has sustained our work in the community for 40 years. Thank you to the following funders and partners:

Public Funders

Alameda County Cities
Alameda/Contra Costa Transit District
Alameda County Behavioral Health Department
Alameda County Housing and Community Development
Alameda County Public Health Department
Alameda County Probation Department
Alameda County Social Services Agency
- Adult Protective Services
- Area Agency on Aging
- In-Home Supportive Services
- Workforce Development Board
First 5 of Alameda County
StopWaste
Veterans Administration

Corporate Donors

AT&T
BSR Realty
Cisco
Computer and Communications Industry Association
Fremont Bank
Hitachi High Technologies America
Kaiser Permanente
Pacific Gas & Electric Company
RD Consulting & Translations
Ross Dress for Less
Safeway
SanDisk
Simpson StrongTie
Wells Fargo Bank
Western Digital

Private Funders

Albany Rotary
Crescent Porter Hale Foundation
Eden Area Foundation

Eden Health District
Firedoll Foundation
Thomas J. Long Foundation
United Way Bay Area
Viking Enterprises Trust
Walter and Elise Haas Fund

Individuals Donors

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Chili's
Elephant Bar
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Gloria Beads
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Jamba Juice
Luz's Hair Salon
Miette
Nothing Bundt Cakes
Numi Tea
Olive Garden
Peet's Coffee
Quick Stop
Starbucks Coffee
Trader Joe's

3 easy ways to make a tax deductible gift to Eden I&R...

1. Visit www.edenir.org and click "Donate"

2. Mail a check to:

Eden I&R, Inc.
570 B Street
Hayward, CA 94541
(Please include a phone number on check)

3. Call 510-537-2710 to make a gift by credit card

A \$30 donation will enable 2-1-1 to provide 5 individuals or families health, housing, and human services referrals.

A \$100 donation will support staff to outreach to landlords and add or update 20 affordable housing units in 2-1-1's Housing Database

Any amount, however large or small, will help Eden I&R make a difference in someone's life today!

Housing Department

To list a unit or property in our Housing Database...

please e-mail

Housing@edenir.org

and request to fill out a housing intake form, either over the phone, online, or by mail.

Return the completed form via e-mail or fax to 510-537-0986.

Owner, building, and unit information will be entered into the database by a Housing Resource Specialist.

Call us at 510-727-9565 to learn more about our free service and to speak with an Eden I&R Housing Resource Specialist.

3,868 units of affordable housing were added to the Eden I&R database for a total of 84,032 units at the end of Fiscal Year 2016.

Housing Resource Database

The **Ollie Arnold Housing Department** manages a housing resource database. Housing Resource Specialists inquire regularly with landlords and property managers to locate and list available affordable housing units, including those that accept Section 8, transitional, supportive and subsidized housing. Eden I&R launched the housing database in 1989 in response to the housing crisis caused by the Loma Prieta Earthquake and has been serving our community ever since. Our Housing Department welcomes all landlords and housing development leasing offices to submit unit vacancy announcements to our Housing Department. Listing available units in our database is free to all landlords and property owners. When callers request housing referrals through the 2-1-1 call center, 2-1-1 staff complete a full needs assessment and eligibility screening so that referrals to available units are good matches given the callers' income, location, and specific needs.

Landlords benefit from our service because potential applicants are pre-screened and meet eligibility criteria provided by the landlord or property owner. Once a property is rented, we simply ask that owners inform our team so that we can inactivate the unit record in our database. When it is ready to list again, landlords can simply call and we can easily activate a listing to inform 2-1-1 of a new vacancy. We also are available to connect landlords and leasing offices with helpful free and low cost resources to assist tenants with move in costs or other needs.

Visit **www.211alamedacounty.org/infoLandlordsManagers.html** for more information. To obtain housing information and referrals, simply call 2-1-1 to be matched with available units or search online at **www.achousingchoices.org**.

2-1-1 ALAMEDA'S TOP 10 CALLERS' NEEDS IN FY 2016

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

Roving Department

During FY 2016, AHIP staff made 3,339 housing referrals, and made 164 in-person client contacts and 1,035 by phone client contacts. Veteran Roving staff provided 209 housing referrals to 111 clients in Alameda County and provided 280 housing referrals to 108 clients in Contra Costa County.

AIDS Housing Information Project (AHIP)

The 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 for clients and service providers. AHIP fulfills an unmet need in Alameda County by providing a centralized database of permanent AIDS-dedicated housing, transitional housing beds, housing subsidies, market rate and below market rate housing as well as social and health-related services for people living with HIV/AIDS (PLWHA) in Alameda County.

AHIP clients are provided with up-to-date information on other subsidized housing waiting lists from Eden I&R's housing database, information on shelter bed availability, and eligibility requirements (e.g., income, health status) for healthcare providers and social services agencies from the 2-1-1 services database.

AHIP Rovers provide housing leads from available resources in the AHIP housing database, which contained 94 buildings and 228 dedicated HOPWA units at the end of FY 2016. AHIP staff regularly updates resource records with information provided by Alameda County Housing and Community Development. Referrals are given out to clients by phone, mail, e-mail requests, and walk-in appointments. AHIP shares information and technical assistance with service providers via regular e-mail alerts and participation at community meetings.

Veterans Housing Program

Eden I&R partnered with the Veterans Affairs Supportive Housing Program (HUD VASH) in Alameda County as well as Contra Costa County to provide Housing Rovers who worked one-on-one with veteran clients. Eden I&R's Rovers provided 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 conducted outreach to landlords and provided advocacy for veterans when needed.

Below is a case example for a house veteran:

In December of 2015, the Veteran Rover received a referral for a veteran who was living outdoors, had no car, and received a small disability income. He had a one-bedroom HUD VASH voucher for Contra Costa County and wanted to live in East County. Within a few weeks he started to provide In Home Support (IHSS) for an elderly woman and was able to rent a room in her house using the voucher. After several months the IHSS position ended and this veteran was once again living on the streets. He was desperate to find a place, but due to an eviction in 2013, as well as a felony, he believed that he would have no chance of being approved for an apartment. After several referrals which were denied, the Veteran Rover found a landlord who was very interested in working with the HUD VASH program. After reviewing the veteran's application, she approved him for a studio apartment in Bay Point. He moved into the unit in April 2016. After settling in the veteran reflected on his new home stating, "It's unreal how great it is and I'm ecstatic. It's very quiet and my neighbors are cool."

Websites and Online Services

In addition to our 24/7 call center, each year thousands of people rely on Eden I&R's online public resource directory and specialized resource portal websites to find helpful resources.

Find resources at
211alamedacounty.org.

**In FY 2016,
our websites
received
231,175
pageviews
from 71,630
sessions/
visitors.**

2-1-1 Alameda County

What People Are Saying About 2-1-1

From a Service Provider:

A service provider called on behalf of a homeless senior and said, "That was the most phenomenal experience I have ever had looking for resources for my client. It was such a pleasure to talk with the Resource Specialist. She made my day...well, she actually made my year. I wish everyone could be that dedicated, that hardworking, conscientious, and patient...I really appreciate what you are doing and thank you for having someone like her in your program."

From a Caller:

"I really appreciate the information and referrals you gave my parents for mortgage and utility assistance. For the last couple of months my parents were struggling with making their mortgage payments... Thank you for helping my parents, and thank you for following up; it shows that you guys really care."

In FY 2016, the 2-1-1 Call Center handled 101,523 calls and offered 156,527 referrals. The 2-1-1 Info Management Department verified 2,918 program and 1,145 agency records as well as added 75 new programs to the 2-1-1 Health and Human Services Database.

2-1-1 Alameda County - Call Center



2-1-1 is the free, 24/7, multilingual 3-digit phone number that connects Alameda County residents and employees to health, housing, disaster, and human services resources. 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 the individual to move toward self-sufficiency. 2-1-1 is comprised of the Call Center and Information Management Department. The Call Center serves callers while the Information Management Department communicates regularly with services providers to maintain accurate, up-to-date, and verified resource records. A common health and human services database links the two departments. 2-1-1 Call Center staff also call shelters throughout Alameda County to update 2-1-1's Emergency Shelter Lists. Staff call twice daily, including on weekends and holidays, to provide callers with referrals to available beds.

Call Examples

~ A **Fremont** resident called 2-1-1 with multiple needs. He requested assistance obtaining a free or low-cost cell phone, as he was using a friend's phone to make calls. 2-1-1 referred him to the Federal Lifeline Telephone Program for referral to companies that offer discounted cell phones and service. The caller requested transportation assistance. 2-1-1 referred him to the 511 phone line for bus route information and rideshare services as well as to AC Transit for bus schedule information and trip planning guidance. The caller had previously applied for Medi-Cal at the Hayward Social Services Agency and needed to also apply for General Assistance. 2-1-1 referred him to the Fremont Social Services Agency, which was closer to the client's current address than the Hayward Office. He was encouraged to speak to his case worker about obtaining a free bus pass to help with transportation costs.

~A **Livermore** resident with three children, who had fled a domestic violence situation, called seeking financial assistance. The caller was referred to La Positas Community College for the Tri-Valley CalWorks Program and to Tri-Valley Haven for emergency shelter. The caller was encouraged to call the Alameda County District Attorney's Family Justice Center for domestic violence victim support services.

~ A **Pleasanton** resident, who had emigrated from South America, indicated that he had a temporary permit to reside in the United States and was calling for information on how to obtain a work permit. He was referred to the International Institute of the Bay Area and to US Citizenship and Immigration Services.

~ An **Emeryville** youth called 2-1-1 seeking housing assistance for herself and her child. She informed 2-1-1 that she was legally blind and a victim of domestic violence. The caller stated that she had applied for CalWorks and SSDI and was awaiting approval from both programs. She was referred to the Berkeley Food and Housing Project for shelter and to the Women's Daytime Drop-in Center's Bridget House for transitional Housing. She was also referred to First 5 of Alameda County's Help Me Grow program for child development support services.

2-1-1 also handles after-hour (nights, weekends, and holidays) critical calls for Alameda County's Child Protective Services, Foster Care Placement Line, Adult Protective Services, and Public Guardian.

FY 2016 After-Hours Calls Handled

| | |
|---------------------------|--------|
| Child Protective Services | 11,916 |
| Foster Care Placement | 603 |
| Adult Protective Services | 2,270 |
| Public Guardian | 588 |

2-1-1 Alameda County - Information Management

The Information Management department continually updates records throughout the year, informs the call center about seasonal resources, and verifies all program records annually. 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.

Eden I&R edited and published the *Big Blue Book: The Directory of Human Services for Alameda County* and included a page dedicated to communicating 2-1-1's role before, during and after a disaster. This new page also highlighted Alameda County's emergency websites www.acgov.org/emergencysite and www.acalert.org website to help encourage readers to sign up for emergency alert notifications within Alameda County.

In preparation for the full migration to a cloud-based and real-time database system, staff participated in live webinars, video tutorials, and weekly classroom trainings. Directors met regularly with iCarol representatives to design and build-out the new databases to replace both the health and human services and housing resource databases. Full migration to iCarol for all programs is planned to be complete in FY17. Eden I&R continually seeks opportunities to advance technology and build upon its service delivery standards to provide the most current and relevant resources to Alameda County residents and service providers.

Seasonal Programs and Specialized Referrals

The Information Management Department also maintains database records for seasonal services and programs that are then referred out to the community through 2-1-1's call center. The following are examples of specialized programs or services that 2-1-1 helps to promote:

- Cooling center locations during hot weather months
- Warming center locations during cold weather months
- Summer Lunch Programs for youth
- Holiday meal locations and delivery programs
- Holiday food baskets and Toys for Tots gift distribution events
- CA Free Tax Assistance Events and Earn It! Keep It! Save It! Free Tax Preparation sites
- Back-to-School supplies and backpack giveaway events
- Easter Egg Hunt locations
- Shelter Plus Care Information

In-services and Staff Development

Eden I&R holds weekly trainings for staff and invites agencies and service providers to share and inform staff about their programs and services. The following are some of the service providers who presented to staff during FY 2016:

Sausal Creek Outpatient Stabilization Clinic
Mental Health Services

First 5 Alameda County
Help Me Grow

AlCo Social Services Agency

Child Protective Services
Mandated Reporter Training

AlCo Social Services Agency

Adult Protective Services
Mandated Reporter Training

AlCo Public Health Department

Nursing Services

Community Outreach

Countywide networks and collaboratives

Continuum of Care

Eden I&R and community partners attend meetings to plan for a Coordinated Entry System to better integrate the work of various agencies to provide shelter services, housing, and access to health, mental health, and human services resources.

HOPWA Collaborative

Eden I&R hosted the annual HOPWA Property Managers and Service Providers meeting where attendees were invited to share updates about their properties or organizations and best practices for assisting people living with HIV/AIDS to secure housing, access specialized health care, and search for human services resources.

Help Me Grow Pilot

Eden I&R and First 5 Alameda County launched a pilot program designed to connect children age 5 and younger with developmental screening and early learning resources. 2-1-1 staff provided focused outreach to inform callers about Help Me Grow. The pilot has since launched as a year-long program for FY 17.

During FY 2016, Eden I&R distributed 65,842 pieces of outreach materials to service providers and residents throughout Alameda County. Staff and volunteers hosted booths, made presentations, and participated at 88 events as well as delivered outreach materials to 63 community partners, including schools, universities, faith-based organizations, hospitals, government agencies, and nonprofits.



Eden I&R continued to maintain a strong presence throughout the community by actively participating and attending events where Eden I&R staff and volunteers have the opportunity to speak directly with attendees about Eden I&R's programs and services. Events include health, job, senior, youth, veteran, preparedness, and safety resource fairs. In addition, staff presented about Eden I&R's programs to partner organizations, social services agencies, schools, senior and low-income housing facilities, and AIDS Service Organizations. Outreach materials were made available to any nonprofit or service provider, government department, or faith-based organization whose clients, patrons, and members could benefit from learning more about Eden I&R's programs.

Examples of FY 2016 Outreach Events and Resource Fairs

- Albany Rotary Resource Fair
- North Berkeley Senior Center Health Fair
- Mastick Senior Center Annual Open House and Resource Fair
- Piedmont Harvest Festival
- Alameda County Transition Information Fair
- College of Alameda Wellness Fair
- East Bay Homeless Connect Resource Fair
- Laney College Job Fair
- Chabot College Health & Wellness Fair
- Merritt College Job and Health Fair
- Las Positas College Spring Career Fair
- Property Owner Appreciation Day
- Episcopal Senior Communities Health Fair
- Ashland Cherryland FamFest
- San Lorenzo Unified School District Resource Fair
- AlCo Public Health Nurses and Community Health Workers Presentation
- South Hayward Family Celebration of Independence Day
- REACH Center Youth Job Fair
- 4Cs Annual Children's Faire
- Four Seasons Fremont Health Expo
- Union City Kids' Zone Resource Fairs
- Fremont Chamber of Commerce Career and Community Resource Fair
- LIFE ElderCare Presentation
- Livermore Health and Safety Fair
- Livermore Community Service Volunteer Fair
- City of Pleasanton and Pleasanton Unified School District Health Fair
- Kaiser Emergency Preparedness Fairs
- Dublin Pride Volunteer Day
- Dublin Senior Center Fair

Volunteer Program

In FY 2016, volunteers and interns contributed over 4,753 hours of service to the agency in support of its mission. Volunteers and interns assisted staff in all departments and are a great asset to the agency.

Volunteer Spotlight: Sheena Gallman

From a Client to a Volunteer

A co-worker once told Sheena Gallman about Eden I&R and how it connects people experiencing hardships or in need of help to valuable resources. It was then that Sheena realized that she had called 2-1-1 Alameda County at some point in the past and had received assistance through the agency's Veterans Roving Program.

Prior to volunteering at Eden I&R, Sheena had served six years in the U.S. Army and was Office Manager of a large clinic at the base's hospital. Following her service, Sheena began a career working for the Department of Justice as a Correctional Officer. After that, she attended Culinary Art School and worked several years in the food industry. When physical limitations prevented her from continuing work, Sheena decided to volunteer and sought out an opportunity at Eden I&R to both to give back to the community and to build upon her skills.

Sheena has volunteered at Eden I&R in different departments, first working in reception, then Roving HUD-VASH Program for veterans, and now in the Housing Department assisting with updates to the Housing Database. Sheena has been a great asset to many staff members and continues to assist by researching available housing in Alameda County and inputting new listings into the new iCarol housing database.

When asked about her experience volunteering at Eden I&R, Sheena stated, "I find that ALL staff is genuine and cares about their work. The opportunity to learn and to give back to Eden I&R and to the community was a great start for me. I have been thankful for this opportunity ever since."



At 2016 Hearts of Hayward Volunteer Recognition Event: Award Recipient Sheena Gallman (left), Eden I&R's Housing Coordinator Pam Glassoff (center), and Eden I&R's Volunteer Coordinator Jeanette Mills (right)

Volunteer Appreciation Week

In April, Eden I&R thanked its past and present volunteers by hosting various events during Volunteer Appreciation Week. This annual celebration recognizes volunteers for their time and contributions and thanks them for their commitment to helping their community and linking people with valuable resources. Festivities included an ice cream social on April 19th and a barbecue on April 22nd.



Disaster Services and Public Health



When disaster strikes, dial 2-1-1 for non-life threatening information and referrals.

The Alameda County Public Health Department and 2-1-1 Alameda County work in concert to provide the public with health related news, alerts, and information.

Examples include flu vaccination sites, boil water alerts, and Zika Virus information.

2-1-1 serves as the public communication system locally and statewide through collaboration with partner 2-1-1's. In the event of a disaster, 2-1-1 works closely with the local and state Emergency Operations Centers and the Alameda County Public Health Department to publicize important disaster response and recovery resources.

Staff regularly attend health and safety fairs, including Public Health's Operation Independence, to inform the public about health related resources and services available throughout Alameda County. During FY 16, Eden I&R actively participated in local and statewide disaster response exercises, drills, and events, including the following:

Northern California Voluntary Organizations Active in Disaster (Nor Cal VOAD)

- In September, in response to the Valley Fire in Lake County, Eden I&R participated in region-wide efforts to provide verified news and information to 2-1-1 callers and their families.

Alameda County Voluntary Organizations Active in Disaster (Al Co VOAD)

- In April, Eden I&R's Deputy Director presented on 2-1-1 and its role during and after disaster.

Alameda County Emergency Managers' Association (Al Co EMA)

- In September, the agency participated in a region-wide exercise, Urban Shield, which included staffing the Emergency Operations Center (EOC). Eden I&R assists the public during and after a region-wide disaster by serving as the vital public communication system that disseminates disaster related information through social media, the 2-1-1 phoneline, and websites.
- In June, Eden I&R's Deputy Director presented to EMA members on the 2-1-1 program and Eden I&R's role during and after a disaster.

Alameda County Disaster Preparedness Healthcare Coalition

- Eden I&R partners with the Alameda County Public Health Department and has participated in the Healthcare Coalition for over 8 years.

City of Oakland Emergency Management and Disaster Preparedness Council

- Eden I&R partners with the City of Oakland to prepare for and respond to local disasters.

Bay Area Business Continuity & Emergency Management Professionals Summit

- In May, Eden I&R's Executive Director presented on 2-1-1 and its role as the public communication system during and after disaster.

11th Annual CADRE Conference

- In May, Eden I&R's Deputy Director was invited to present about strengthening relationships and building partnerships to better address community needs before and after disasters. The conference highlighted a three tier approach to disaster readiness. The Deputy Director presented on the third tier, "Fulfilling a Broader Community Role." Annamaria Swardenski, a member of Eden I&R's Board, served as the annual CADRE Conference Coordinator.

Kaiser Permanente Disaster Preparedness Resource Fairs

- In September, the Development/Marketing Officer tabled at two disaster preparedness events, one at Kaiser's downtown Oakland office and the other at the Pleasanton office.

FY 2016 Board of Directors

Christopher Low

President

Senior Management Analyst City of Alameda

Annamaria Swardenski

Vice-President

Emergency Preparedness Consultant

Kacey Jones

Secretary

Organizational Development/HR Consultant

Michael Dias

General Counsel

Attorney At Law

Stephanie Cartwright

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Barbara Bernstein

Executive Director

Eden I&R, Inc.

Edwin Reuling

Founding Board Member (1937-2014)

Eden I&R
appreciates
Alameda
County
Hospital
Preparedness
Program (HPP)
for printing the
2016 Annual
Report.

We are
thankful for
the HPP's
continued
support and
partnership
as part of
the Alameda
County
Disaster
Preparedness
Health
Coalition.



Members of the Board of Directors and Eden I&R management staff

Forty Years of Service

1976-2016

Contact us!

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Main Office

(510) 727-9560

Find resources!

Dial 2-1-1

or if outside of

Alameda County dial

1-888-886-9660



Eden I&R /211 Alameda
County



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#edenir40years

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|------|--|------|--|
| 1976 | Incorporated agency as a 501 (c)3 providing telephone/walk-in information and referral services, located in Hayward City Hall basement | 1995 | City of Hayward's Roving Housing Program starts Eden I&R's Roving Department |
| 1978 | Began Job Development for Youth Employment Training (CETA on wheels; Individual Services System) | 1996 | Began Alameda County's AIDS Housing Information Project (AHIP) |
| 1979 | Began Alameda County 911 Translation Service for Spanish, Cantonese, Vietnamese and TTY | 1999 | Began After-Hours Phone Services for Adult Protective Services (APS) |
| 1983 | Began After-Hours Phone Services for Alameda County's Child Protective Services (CPS) and Emergency Response Unit (ERU) | 2000 | Maximizing Opportunities for Mothers to Succeed (MOMS) started at Santa Rita Jail, included Eden I&R's Post-Employment Roving Program |
| 1984 | Began 9-1-1 Translation Service for State of California begins (over 2 million people served within 14 years); Began Attorney Referral Services; Human Services Network organized Bay Area Information & Retrieval System (BAIRS), a five-county I&R system | 2003 | Began After-Hours Services for Foster Care Placement Line; In partnership with Bay Area Urban League, started Eden I&R's Earned Income Tax Credit program |
| 1987 | Created first edition of the Directory of Human Services for Alameda County (The Big Blue Book); Began countywide Shelter Daily Survey | 2006 | Began partnership with Berkeley Toys for Tots holiday program |
| 1989 | Homeless Phone Line and Housing Database created in response to Loma Prieta earthquake | 2007 | Launched 2-1-1 Alameda County Communication System |
| 1990 | Started After-Hours Phone Services for Alameda County's Public Guardian's Office | 2009 | 2-1-1 served as the primary access point for the Homelessness Prevention and Rapid Rehousing Program (HPRP) |
| 1991 | Began Alameda County's Prison Health Services program; Created Mid-High Range Housing Database in response to Oakland Firestorm | 2009 | Launched partnership with 2-1-1 San Diego to conduct CalFresh outreach; In partnership with the Computer and Communications Industry Association and Intuit, began making California Free Tax events referrals |
| 1992 | Started Pacific Bell's Emergency Cantonese Language Assistance Bureau | 2010 | Began Medi-Cal Administrative Activities (MAA) outreach program; Began Veteran's Housing Roving Program; In partnership with 2-1-1 California, began conducting outreach about California Emerging Technology Fund (CETF), bridging the digital divide for low-income individuals and families |
| 1993 | Began Area Agency on Aging's Monolingual Spanish Senior Services | 2012 | Began VA Housing Roving Program for Contra Costa County |
| | | 2014 | Launched Disaster Preparedness Program |
| | | 2016 | Printed the final edition of The Big Blue Book; In partnership with First 5 Alameda County, began outreach for Help Me Grow program |